Intelligence Officer - Commissioning Centre of Excellence

Working 36.5 hours per week

£25,694 - £32,164

10 Woodcock Street

Working 36.5 hours per week. This is an exciting opportunity to join the Intelligence and Analysis team within the People Directorate's Commissioning Centre of Excellence.

You will be joining a high calibre team of professionals producing high quality business intelligence and data analytics. We are seeking skilled individuals who are able to work collaboratively and who understand the role of information and intelligence in improving outcomes for citizens.

Responsibilities Include:

- Ensuring services have access to high quality business intelligence
- Ensuring high levels of data quality
- Data extraction and manipulation
- Turning data into meaningful information that informs business decisions and drives improvement

Ref No: PE0302016

Closing date: 11th November 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
Directorate for People

Job Description

Post: Officer (Intelligence)  
Salary/Grade: GR4

Division: Commissioning Centre of Excellence

Reporting to: Senior Officer - Commissioning Centre of Excellence

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Our Vision

The Directorate for People aims to improve the quality of life for the people of Birmingham today, tomorrow and always. Our vision is to create a city which provides:

- A good childhood, for the best start in life.
- A great education to give the best chances for life.
- Promoting people's recovery and inclusion in the most independent life.
- Where needed, planning ahead across the life course.
- The best care and health outcomes for life.

The Commissioning Centre of Excellence (CCofE) is an integral part of this vision, responsible for improving outcomes and services for citizens through an evidence based commissioning environment, ensuring value for money for the City Council and its partners.

Commissioning Centre of Excellence: Core Values

1. Flexibility, to meet the demands of the service  
2. Effective cross-team working  
3. Striving to achieve excellence  
4. Consistency of expectation across teams  
5. Sharing information and being transparent  
6. Integrity, within all interactions  
7. Taking responsibility willingly  
8. Acting courageously  
9. Supporting staff to develop skills and progress

Strategic Context

The CCofE approach represents a shift in focus; from services to people - putting the citizen at the heart of its activities. It will ensure that integrated planning and commissioning activities result in integrated evidence based support for the citizens of Birmingham, rather than a collection of separate, often disconnected services. The activities of the CCofE will reflect the Leader's Statement and the principles for the Future Council; positively impacting on improving health and wellbeing, reducing health inequalities and increasing life opportunities for individuals, families and communities in need.

The delivery of an effective commissioning led approach based on a set of agreed principles will require significant cultural change – where the citizen is at the heart of what we do and each and

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1 Consistent with the Council values set out in the Council business Plan 2015+
every member of the CCofE workforce willingly and actively takes responsibility for their actions.

The CCofE will establish the basis for:

- Leading, managing and supporting a commissioning led approach within the Directorate for People, City Council and into wider joint/collaborative commissioning arrangements, particularly with the NHS.
- A workforce with the managerial and professional skills and capacity needed to sustain continuous improvements.
- Citizen-focused service delivery which truly places the citizen at the centre of what we do.
- A culture of continuous improvement and performance management which is based on reflective practice, active learning and constructive challenge, incorporating the citizen’s experience.
- Structures, systems, processes and relationships that support excellent service delivery.
- Commissioned services that are designed to effectively respond to the needs of the local population with resources allocated in a manner that will achieve positive outcomes and reduce demand upon specialist services.
- Developing and sustaining relationships to support effective commissioning arrangements within and beyond the Directorate.
- Ensuring that there is robust market intelligence available, that the market (both internal and external providers) is properly informed about current and future commissioning needs and supported to deliver high quality cost effective services for citizens.

**Role Context**

The vision, approach and values of the CCofE are reflected through this job description. It describes the collective responsibilities and activities required by Grade 4 (GR4) officers to meet business need. These are outlined below under the commissioning cycle headings of “Analyse”, “Plan”, “Do” and “Review”.

Individual officers will not undertake all of the responsibilities and activities outlined under each of the four headings. There are five variations of Officer within the CCofE and each will be required to deliver on a selection of the key responsibilities listed. The key responsibilities will also be dependent on which CCofE theme or business priority the role is supporting. Responsibilities will change and evolve based on emerging priorities and business needs. The broad function of each Officer role can be understood through the following contextualisation.

**Post Context**

- **Officer – Intelligence**: This role fucsses on the delivery of data to support the phases of the commissioning cycle. It will deliver data (quantitative and qualitative) within a service process or sector that describes need and demand. The post holder will contribute to an evidence base that supports the delivery of improved outcomes through innovative practice. In addition they will contribute to a productive network for the sharing and interpretation of data around a process or service sector with stakeholders and partners. The post holder will contribute to project teams at an appropriate level.

**Role Purpose**

The collective activities required by Grade 4 (GR4) officers working flexibly across the CCofE to meet business needs are outlined below under the headings of “Analyse”, “Plan”, “Do” and “Review”.

- To contribute to the delivery of strategic commissioning intentions identified as part of the CCofE and its partners
• To support the establishment of relationships with internal stakeholders, suppliers and organisations that deliver services and support that meet the needs and outcomes of citizens.
• To deliver delegated activities or products in relation to commissioning, contract management, policy and planning activity across Birmingham as identified.
• To assist in the delivery of jointly commissioned services across the health, housing and social care economy.
• To take responsibility for work packages as part of a project team supporting the activities of The CCofE.
• To undertake quality assurance tasks (including visits) to ensure compliance with agreed processes and standards including regulatory and inspection frameworks.
• To work collaboratively with partners and colleagues to pro-actively safeguard and protect vulnerable people/groups ensuring appropriate and timely action is taken.
• To assist in the co-ordination with a range of providers/organisations and individuals, researching and drafting correspondence. In addition, the management of specific tasks, lead reporting and analysis across a range of specialties, functions and projects will be required to be undertaken.
• To utilise contract management tools to ensure data and information is timely, accurate and complete.
• To collect and analyse data in order to inform commissioning activity, to complete statutory returns and support performance management.
• As appropriate to lead on the development of aspects of service user involvement in the work of the CCofE.
• To assist in the development and implementation of the statutory complaints procedures (adults) ensuring they reflect legislative requirements, government policy and best practice.

Key Responsibilities

Analyze

Key areas of responsibility will include the following skills across the commissioning function:-

• To support the identification, capture and analysis of a wide range of performance information and intelligence in order to formulate commissioning intentions, strategy and policy development and related priorities.
• To assist in maintaining an oversight of the policy environment and ensure that service development is informed by and responds to changes in legislation, statutory guidance or regulatory frameworks.
• To contribute to an understanding of population and user (potential, current or future) demographics to inform forecasting, service projections and Equality Assessments.
• To assist in maintaining strategic and commercial awareness including benchmarking and financial analysis in order to deliver strategic commissioning intentions.

To identify and analyse a range of quantitative and qualitative data to review the delivery of contracted activity against commissioning intentions and to develop options and recommendations for future service delivery.

• To prepare reports summarising status on issues, appraising outcomes and providing progress reports for senior managers.
• To deliver continuous improvements in performance, cost and quality to ensure KPIs, key outcomes and targets are achieved in line with CCofE priorities.

• To analyse service delivery to determine the effectiveness of reducing demand on council funded/commissioned services and other inequalities of disadvantaged groups. To build awareness of the benefits of diversity and to build active commitment to ensure equality of opportunity for all.

• To understand and interpret complex written data, reports and policy documents including the ability to evaluate a range of potential options.

• To take responsibility for the collection of data and completion of statutory returns and to support the development of appropriate relationships with partners and other agencies.

• To assist in the development and implementation of statutory complaints procedures ensuring they reflect legislative requirements, government policy and best practice.

Plan

• To assist in the development of strategies, policies, business cases, specifications and plans that are aligned with the stated objectives of the City Council CCofE and appropriate regulatory frameworks.

• To assist in ensuring commissioning intentions are outcomes focussed and are based on Council and market intelligence, needs analysis, consultation and resource availability.

• To apply project management principles to delegated elements of project plans.

• To assist in ensuring that any action plans that accompany strategies, policies or plans contain clear, measurable targets and outcomes that enable robust and effective performance management.

• To assist in involving stakeholders, service-users, carers and/or parents, using a co-production model, in the design and development of services to meet needs.

• To contribute to the development of suppliers and markets that deliver the services required to promote outcomes.

• To assist the development of quality assurance frameworks across commissioned services

• To contribute to the delivery and analysis of data in support of the performance frameworks.

• To support colleagues to ensure that all activity is compliant with corporate commissioning, contract management and procurement frameworks.

• To support Commissioning Activity such as developing Market Position Statements and Commissioning Intentions through co-production work with Citizens.

Do

• To deliver, or support the delivery, of efficient use of council services and those contracted from third parties and internal services through contract management, performance management and quality assurance.

• To contribute to continuous improvements in performance, cost and quality to ensure KPI’s, key outcomes and targets are achieved in line with Council and partner priorities, statutory and community requirements.

• To support the development and delivery of the commissioning intentions and approach as defined by the Strategic commissioning function.
• To support the delivery of the operation, performance and development of the service area using effective project management principles, tools and reporting processes.

• To support projects to deliver the agreed outcomes for the CCofE.

• To assist in contract negotiations with relevant suppliers within agreed timescales as defined by the CCofE Business Plan.

• To support the delivery of performance and governance arrangements and the development and implementation of improvement programmes, in line with agreed priorities.

• To ensure that services are developed in line with the resources available and can flex to meet the needs of individual citizens.

• To provide a range of information and reports in relevant formats to senior colleagues and elected Members on service activities as required.

• To ensure that commissioning activity improves the economic, social and environmental wellbeing of citizens in Birmingham.

• To effectively engage and communicate with a range of stakeholders, in the commissioning of services that meets outcomes adapting style to varying audiences through different mediums.

• To support the effective use of budgets and resources to deliver agreed priorities, in accordance with legislative requirements, given resources, measures, prevailing action plans and timescales.

• To manage delegated supplier relationships and in collaboration with others address risk and safeguarding issues for individuals.

• To implement different models of commissioning/contracting e.g. Payment by Results (PBR), tariff based.

• To maintain a good relationship with the general public ensuring that all complaints, FOIs and requests for information are be addressed in a timely and professional manner.

• To carry out unannounced and planned contract compliance visits to providers to support enforcement of relevant contract conditions.

Review

• To support the identification and analysis of a range of quantitative and qualitative data to review the delivery of contracted activity against commissioning intentions and to assist the development of options and recommendations as to the future service delivery area.

• To prepare reports as required summarising status on issues, appraising outcomes and providing progress reports for senior managers.

• To support the delivery of continuous improvements in performance, cost and quality to ensure KPIs, key outcomes and targets are achieved in line with C of E priorities.

• To analyse service delivery to determine the effectiveness of reducing health, housing and other inequalities of disadvantaged groups.

• To support others to build awareness of the benefits of diversity and to build active commitment to ensure equality of opportunity for all.
To understand and interpret written data, reports and policy documents including the ability to evaluate a range of potential options.

To support Commissioning Activity such as Contract Monitoring by carrying out quality assessments of services with a representative range of Service Users.

To be aware of statutory guidelines and frameworks and their application in service delivery and in addressing customer complaints.

**Professional Development**

- To maintain personal and professional development in order to meet the changing demands of the role
- To promote and maintain the Birmingham Way behaviours at all times, leading by example
- To keep up to date with relevant professional developments
- To contribute to the team’s effectiveness by developing and sharing best practice
- To attend and actively participate in appropriate training activities both internal and external
- To encourage and support others in their learning, development and training
- To develop productive working relationships with colleagues

**Supervision Required**

- Supervision Officer: Senior Officer
- Level of Supervision: Receive support to plan own work to ensure the meeting of defined objectives.

**Supervision Given** (excludes those who are indirectly supervised i.e. through others).

Citizen Voice, Intelligence and Commissioning Officers may be required as necessary to manage staff within their Team/Area

**Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act
- A DBA check will be undertaken. The post requires an enhanced DBS which will be reviewed every 3 years

Observance of the **City Council’s Equal Opportunities Policy** will be required.
# People Directorate
## Person Specification

**Job title:** Officer (Intelligence) – Commissioning Centre of Excellence

**Salary/Grade:** GR4

**Reporting to:** Senior Officer - Commissioning Centre of Excellence

**Method of Assessment (M.O.A.)**
- A = Application Form;
- I = Interview;
- T = Test;
- P. = Presentation

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<tr>
<th>Criteria</th>
<th>ESSENTIAL TO ALL POSTS</th>
<th>MOA</th>
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<tbody>
<tr>
<td><strong>Experience</strong></td>
<td>1. Understanding of collaborative approaches. Able to follow pre-determined procedures.</td>
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<td>(Relevant work and other experience)</td>
<td>2. Has experience of strategy and policy development and the engagement of a wide range of stakeholders in this process.</td>
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<td>3. Has experience of writing effective briefings and reports.</td>
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<td>4. Experience of establishing productive relationships with suppliers and customers to help deliver improved outcomes.</td>
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<tr>
<td><strong>Skills and Ability</strong></td>
<td>1. Demonstrates good interpersonal communication skills, empathy, listening, negotiation and encouragement, illustrating the active engagement of stakeholders.</td>
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<td></td>
<td>2. Understands concepts and utilises techniques for either numerical or contextual analysis.</td>
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<td>3. Has the budgeting and financial skills required to identify value.</td>
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<td>4. Understands the relationship link between outputs and outcomes in meeting the needs of citizens.</td>
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<td>5. Able to provide or use relevant data to support the council’s performance, safeguarding and commissioning responsibilities.</td>
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<td><strong>Training</strong></td>
<td>Must be prepared to continue with on-going professional development within the role.</td>
<td>A/I</td>
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**DESIRABLE** ACCORDING TO BUSINESS AREA
| Intelligence, Strategy and Prioritisation | 1. Has experience of working with, and supporting, Service User groups to participate in the quality assurance of commissioned services and in participating in all aspects of the commissioning cycle. | I |
| | 2. Demonstrates relevant skills required for consultation, is an effective communicator and is able to organise events, giving consideration to all elements of presentation, content and customer satisfaction. | I |
| | 3. Demonstrate proficiency in the use of IT tools for data analysis and reporting. This could include the ability to use data mining and reporting tools such as Crystal or Business Objects; using advanced formulae in Excel; developing and maintaining databases and use of GIS. | A/T |
| | 4. Experience of undertaking research activities, in interpreting detailed guidance and undertaking analysis of large and complex datasets. | A/I |
| | 5. Experience of managing data quality and integrity supporting statutory returns and performance data, specifying and overseeing changes to case management systems as required. | A/I |
| | 6. Experience of market shaping and understanding of the importance of delivering continuously improving and innovative services for citizens. | I |

Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.