Head of CYPES Informatics

Department	Children, Young People, Education and Skills
Reports to	Head of Office
Team/Specialist Area	Education, Children's Social Care, CAMHS, Early Help, Skills, Youth Service
Responsible for	Senior Informatics Analysts, Informatics Analysts, Assistant Informatics Analysts, Data Quality Analysts
JE Ref	CYP1006
Grade	14

Job purpose

The Head of CYPES Informatics leads an effective Informatics function which supports the organisation's strategic direction, operational management and performance improvement within a modern knowledge managed and enabled organisation which has customers (children, young people and their families) at the centre.

Whilst taking and informing a government wide approach, the role's main focus will be the improvement of outcomes for children, young people and their families in the Island, and as such the post-holder is expected to be a subject matter expert.

Job specific outcomes

Provide expert advice and guidance to the Minister, Assistant Minister, States Members, Scrutiny Panels and Director Generals on the use, management and reporting of activity and the quality of data and information. Provide accurate, timely and proactive information, including benchmarking of performance over time and/or against other organisations, in order that robust operational decisions are taken which improve services and outcomes.

Prepare and present information, reports and operational insight analysis to senior officers and Ministers to inform strategic and operational decision-making.

Identify opportunities for service improvement, service optimisation and improved user experience through impactful service activity reporting, productivity reports, forecasting and benchmarking by using a variety of data from a wide range of systems to support strategic and operational decision-making.

Lead working groups across government to promote consistency, continuous improvement and best practice in public services and across the Island's wider services for children, young people and their families. The nature of the information being provided means that the outcome will be a significant positive impact on the government's reputation.

Build an information culture where people turn naturally to information to support decision-making;

working with childcare professionals, management and administrative staff to raise their competency to demanding, using and working with business intelligence. This includes improving data quality, analysis and using information in planning and evaluating service development and performance; the result is an informatics service which is valued by stakeholders, along with improved services and outcomes which are based on evidence.

Develop and implement the CYPES Informatics Strategy, working in partnership with other department leads (e.g. Health Informatics, the Information Services Department); this will underpin the organisation's strategic direction and ensure that effective information technology and systems are in place to support day-to-day operations.

Lead the development of the Informatics function, working with external organisations to develop informatics and support improvements to operational services. Represent the government in appropriate local, national and international forums in relation to data collection, performance reporting and benchmarking within services for children, young people and their families. The outcome will be a positive reputation for Jersey, along with improved services and outcomes.

Provide effective support to performance management and costing processes at all levels. This includes supporting the provision of information for staff appraisals/professional revalidation, service performance and departmental performance information. This will result in improved operational performance management at all levels in Children, Young People, Education and Skills.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services

- Engender an information culture where information is seen as essential in the delivery of a high quality, cost-effective service and information is used to drive improvement in patient/client care and outcomes.
- Develop and run departmental performance and operational management information systems.
- Improve data quality across Children, Young People, Education and Skills systems.
- Collaborative problem solving of key performance and implementation problems.

Organisational structure

Person Specification

Specific to the role

	Essential	Desirable
Qualifications	Educated to degree level or equivalent, in an informatics or analysis-related subject. Post graduate professional qualification in an informatics or analysis-related subject or management qualification. Evidence of ongoing personal and professional development.	Project management qualification. Media training.
Knowledge	An in-depth specialist knowledge of education, social care and child / young people informatics (including mental health), including data standards and codes of practice (e.g. Caldicott Guidelines). Detailed awareness of the children's modernisation agenda and service improvement initiatives across Government. Knowledge and experience in benchmarking. Demonstrable understanding of the importance of good information and systems to the business and the success of the department.	Working knowledge of the States of Jersey corporate policies such as Data Protection, Freedom of Information and Financial Directions.

Technical / Work-based Skills	Excellent analytical and numerical skills; confident with statistics and their presentation. Ability to assimilate, interpret and communicate complex information and lead options appraisals to inform departmental strategic objectives. Competence in applying a 'whole system' management approach to strategy development and solving problems. Ability to identify, plan and undertake research and development initiatives to inform strategic objectives. Clear vision of the role of informatics as an enabler to modernisation. Highly competent in using Microsoft Office Suite (Excel, Word, PowerPoint, etc.) and other industry standard report writing tools (e.g. SQL, PowerBI, QlikView). Ability to apply and analyse data using Statistical Process Control and demand and capacity analysis.	
General Skills/Attributes	A strong personal presence, effectiveness and credibility with a diverse range of stakeholders, able to build and maintain successful working relationships. People management, motivation and leadership skills. Excellent verbal and written communication (including presentation) skills. Ability to communicate complex, sensitive or contentious information. Excellent writing skills; ability to create documents, communications materials and supporting government publications which explain complex issues clearly and simply. Experienced in leading change management and applying conflict resolution skills in a politically challenging environment. Highly developed influencing and negotiation skills with all staff groups and wider stakeholders. Creative thinker. Team player and effective team builder. Time management skills and reliability in consistently delivering against deadlines.	

	Highly resilient, maintaining effectiveness under significant pressure. Ability to work independently and autonomously. Personal resilience to deal with challenging situations.	
Experience	Experience working at a strategic level in Informatics, including involvement in strategic planning and decision-making. Evidence of business case development and a proven track record of successful, organisation-wide delivery in complex environments. Experience of implementing service improvement ideally using LEAN methodology. Experience and delivery of savings.	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey Tier 3 core accountabilities attributes and behavior indicators.