

Commissioning Insight Manager

Department:	Children, Young People, Education, and Skills	
Division:	Integrated Services & Commissioning	
Reports to:	Head of Informatics	
JE Reference:	CYP1024	
Grade:	12	JE Date: 29/4/2021

Job purpose

The purpose of the Commissioning Insight Manager is to:

- Lead on all research and knowledge management required to develop and redesign new services, pathways and systems as directed by the Head of Commissioning
- Ensure an intelligence led, commissioning approach is adopted and delivered for the development and redesign of new and existing services and pathways
- Work closely with Government business intelligence teams to ensure new services, systems and pathways are developed according to One Government principles.

The post holder will be a member of the CYPES Informatics Team, reporting to the Head of Informatics, with a dotted line to the Head of Commissioning.

Job specific outcomes

- Develop and deliver a suite of intelligence products that draw upon a range of analytical, financial, performance and demographic information, as well as citizen, user and workforce insight, to enable Commissioners and the wider organisation to make timely, efficient commissioning decisions and maximise opportunities.
- Carry out in house evaluation and data analysis projects, as well as use expertise to provide advice on external and service lead research and evaluation projects.
- Provide timely intelligence for externally commissioned services, enabling Commissioners to maximise opportunities as well as ensuring an early warning system for areas of underperformance and non-delivery relating to agreed contract KPI's.
- Analyse a very broad range of data and evidence, including performance of current providers, changes to the external market, demographic growth and population change, benchmarking data, qualitative feedback from workforce, customers and service users and develop an evidence-based approach to measuring service delivery to inform commissioning and decommissioning decisions
- Support the development and operationalisation of the Commissioning Framework.
- Working in partnership with the Commissioning Team, support the Informatics Team in the provision of relevant analytical and modelling support to the Planning and Performance Business Partners for the planning of services and development of service strategies.
- Lead on the translation of stakeholder requests into effective research briefs in partnership with the Commissioning Team, including the development of questionnaires, surveys and interview type questions.

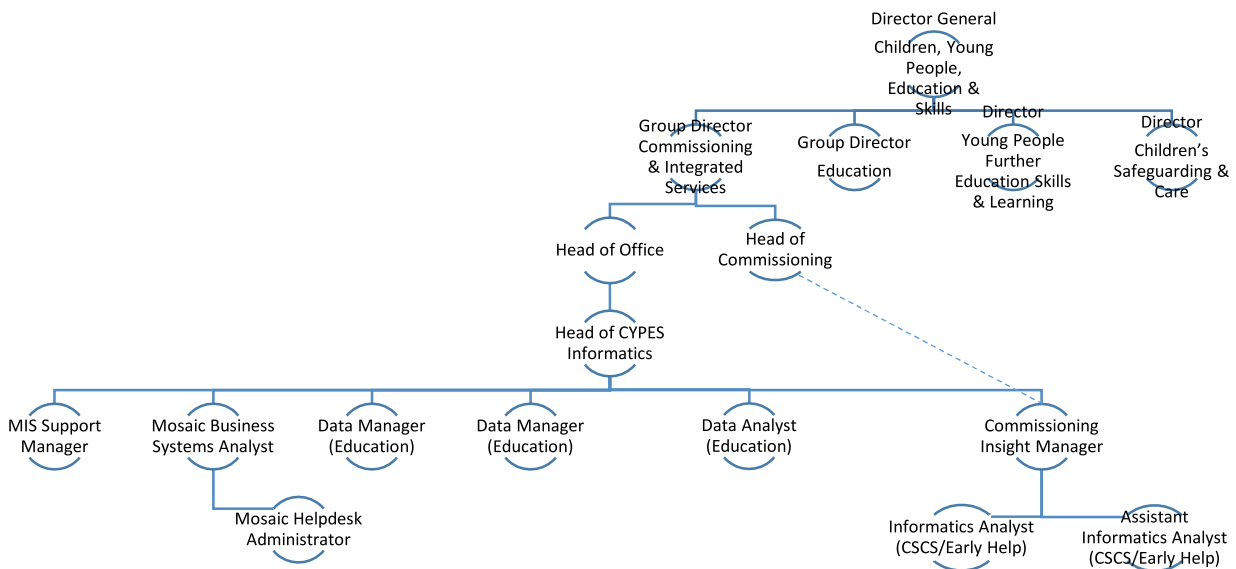
- Support the selection of the most appropriate partner agencies to meet research briefs.
- Management of research agency relationships to deliver high quality ethical projects, including ensuring that research materials (e.g. questionnaires, discussion guides) and deliverables (e.g. presentations, data tables) are of a high quality and meet project and business objectives.
- Effective day to day management and delivery of research projects to time and budget resolving any issues or problems in a timely way.
- Effective management of internal stakeholders, and where appropriate develop relationships with external stakeholders and subject matter experts, to identify evidence gaps and insight opportunities.
- Analysing quantitative and qualitative data, including on complex datasets.
- Carrying out in-house research and evaluation in line with a research and evaluation strategy, employing both qualitative and quantitative techniques.
- Carrying out feasibility projects to inform larger evaluation projects for commissioning. Providing expertise and support to CYPES services to ensure service-based evaluations are as robust as possible and have been through relevant ethics and governance processes.
- Support and build a CYPES academic network, identifying and contributing, if required, to external funding applications.
- Support externally commissioned research projects by providing expert knowledge and/or data extracts, while ensuring data compliance. Liaison with other Informatics team members to ensure that data provided is co-ordinated across the team.
- Provide evidence-based advice and use available data to identify emerging trends across the pathway to support commissioning decisions and to identify and make recommendations for improvement
- Provide leadership support to the Head of Informatics as required, including line management of identified Analysts.

Statutory responsibilities

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

Organisational structure





Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> • First degree or equivalent, with a high degree of numeric skills. • A minimum of 3 years practical experience working in an associated area 	<ul style="list-style-type: none"> • Master's degree or research qualification.
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> • Significant experience of working in data analysis role particularly • Be able to assess and ensure local market development is based upon best evidence, practice and guidance. 	<ul style="list-style-type: none"> • Experience of using and cross-referencing multiple complex data sources • Experience and understanding of evaluating and measuring the performance of children's services (health, education and social care)

		<ul style="list-style-type: none"> • Understanding and awareness of working in a political environment. • Understanding of Government of Jersey structures • Understanding of GDPR, ethical frameworks and statistical codes of practice.
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle licence etc.</i></p>	<ul style="list-style-type: none"> • Excellent data manipulation & interpretation skills using MS Excel • Good analytical skills using MS SQL Server tools • Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend appropriate course of action to address the issues • Problem solving skills and ability to respond to sudden unexpected demands • Attention to detail combined with the ability to extract key messages from complex analysis • Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences • Skills for nurturing key relationships and maintaining networks 	<ul style="list-style-type: none"> • Skills for communication on complex matters and difficult situations, requiring persuasion and influence • Experience in creating and using Power BI reports • Experience using Office 365 applications • Knowledge and experience of interrogating our host systems; SIMS, Mosaic
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to</i></p>	<ul style="list-style-type: none"> • Able to work on own initiative, organising own workload, being responsible for decision making and identifying solutions. • Excellent communication and negotiation skills, developing strong relationships with 	

<p><i>delegate, motivation or commitment etc.</i></p>	<p>service providers on and off Island.</p> <ul style="list-style-type: none"> • Plan and prioritise own work in the context of conflicting priorities and in accordance with the policies and procedures of the department. • Able to work to strict deadlines, working within a busy environment, be flexible with a 'can do' attitude. 	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p> <p><i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> • A good working knowledge of Government of Jersey contracting / commissioning cycles • Excellent knowledge of a range of data flows within the Government of Jersey • Knowledge of statistical techniques and their application • Knowledge of Government of Jersey organisational structure 	<ul style="list-style-type: none"> • Knowledge of the Public Finances Manuel • Understanding of current legislation and issues of Information Governance and how it affects Government of Jersey commissioning • Knowledge of public sector procurement rules and processes • Knowledge of Jersey's children and family services

Core Accountabilities, Attributes and Behaviour Indicators

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 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.