**Manchester City Council**

**Role Profile**

**Performance and Insight Manager, (HDRC) Grade 10**

**Performance, Research and Intelligence Service, Core Directorate**

**Reports to: HDRC Strategic Performance and Insight Lead**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

This role provides specialist support to the organisation and external stakeholders.

The role holder will develop, manage and successfully deliver complex work packages to support the delivery of the Council’s Corporate Plan. In doing so they will support the achievement of strategic and operational objectives through a focus on quality, value for money and innovation whilst providing organisational assurance.

The role holder will be required to work effectively with a range of senior internal and external stakeholders and embraces the principle of joint working.

They will work with Performance and Insight Leads to identify and support the prioritised deployment of resources to provide reliable information and support to managers and decision makers.

They will provide effective project management and oversight interpreting strategic vision (Our Manchester Strategy and the Corporate Plan).

They will have a good understanding of the context of their thematic area.

The role holder will understand the importance of evidence led decision making.

**Key Role Accountabilities:**

Provide strong leadership to scope and coordinate performance and insight projects, defining work, ensuring deadlines are understood and adhered to, and that objectives are clearly articulated and understood.

Ensure the development, maintenance and monitoring of effective processes and information to support the delivery of key project objectives on time.

Keep abreast of developments in evidence led decision making and how best to utilise the resources available.

Be an advocate for the service/organisation in meetings, working groups and other forums, providing an input that drives delivery of key projects.

Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management to maximise the skills and knowledge of individuals in the service.

Motivate and develop project team members through strong leadership and example, identifying and agreeing training and development needs as required.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued**.

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**Role Portfolio:**

The Health Determinants Research Collaboration (HDRC) function, within the Performance, Research and Intelligence Service, will be responsible for the delivery of HDRC Manchester.

The Performance & Insight Manager (HDRC) will oversee management of the three main pillars of the HDRC Manchester programme: Culture Change, Research, and Methods. This will involve delivering projects to embed a research-driven culture across the council, projects to identify and prioritise research needs, and projects to develop guidance, toolkits, training, and support to enhance the quality and impact of research conducted within the programme.

The HDRC programme team consists of managing 12 people and collaboration with stakeholders within the University of Manchester, Neighbourhood services and localities across the city. Each Performance & Insight Manager will have their own workstream areas and direct line management responsibility for the roles supporting those workstreams.

This role involves providing workstream direction, championing a collaborative team environment, and delivering of priorities through effective implementation plans. Additionally, the Performance & Insight Manager will enable a cutting-edge research programme, embrace innovation, and develop advanced research methods.

The Performance & Insight managers will play a crucial role in advancing the HDRC Programme's mission and objectives

The role should also ensure decision makers in Manchester have the evidence and intelligence they need to shape strategic and operational thinking and to demonstrate the impact those choices have on our priorities.

The thematic functions will:

* Support the development of key strategic documents
* Ensure consistency of performance
* Produce credible, relevant, responsive intelligence and evaluation
* Provide data and intelligence to support the development of business cases
* Consider data science methodologies
* Promote information as an asset and improve data in core systems
* Deliver statutory returns and consultations
* Support staff to develop and look after themselves

The role will require the ability to develop and maintain working relationships with key stakeholders and the ability to develop and deliver key projects to inform decision making. This will require the ability to identify and bring together the required skills and resources.

# Performance and Insight Manager (HDRC), Grade 10

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Speaks fluently and writes articulately, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.

Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.

* **Analytical Skills:** Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. proactively think through problems rather than reactively following a procedure-driven approach.

Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

* **Project Management:** Proven skills in managing stakeholder requests and expectations to change the duration or scope of the project with a thorough understanding of the critical importance of change control and how it is implemented.
* **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure
* **Strategic Thinking:** Ability to identify patterns, trends and long-term possibilities; can create and shape a vision of the future that fits in with the Council’s long-term objectives and is able to articulate strategy to a wider audience.

Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals.

* **People Management:** Ability to exert positive influence over the performance of others, promoting others’ self-esteem, inspiring trust and fostering confidence in others’ ability to achieve high standards, thereby enhancing a performance orientated culture.

**Technical Requirements (Role Specific)**

1. Ability to produce intelligence output in line with customers’ requirements and actively collaborate across the wider analytical community to test and challenge

1. Ability to specify and apply appropriate analytical techniques/methods and reports results to clients and management.

1. An ability to proactively predict future trends and challenges and to develop policies that are future-proofed whilst at the same time being flexible yet articulate.

1. Confident in using IT solutions to achieve research and data objectives.