



## Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

| Post Details           |  |
|------------------------|--|
| <b>Job Title</b>       | Team Manager Data and Insight CSC and EH |
| <b>Job Reference</b>   | 706705                                   |
| <b>Service</b>         | Early Help and Children's Social Care    |
| <b>Team</b>            | Strategy, Commissioning and Performance  |
| <b>Location</b>        | Shute End/Hybrid Working                 |
| <b>Reports to</b>      | Service Director QA and Practice         |
| <b>Responsible for</b> | Team of Performance Analysts             |
| <b>Grade</b>           | 11                                       |
| <b>Contract Type</b>   | Permanent                                |
| <b>Hours</b>           | Full-Time                                |

| Main Accountabilities |   |
|-----------------------|---|
| 1.                    | <b>Data Analysis and Reporting:</b> <ul style="list-style-type: none"><li>Lead, develop and maintain robust data collection and analysis systems to monitor key performance indicators (KPIs) and outcomes for children and families.</li><li>Produce regular and ad-hoc reports, dashboards, and presentations to communicate data insights to a range of stakeholders, including senior management, practitioners, and partner agencies.</li><li>Conduct in-depth analysis of complex datasets to identify trends, patterns, and areas for improvement.</li><li>Ensure the accuracy, integrity, and security of all data related to Children's Social Care.</li><li>Lead on statutory returns and data submissions to government agencies, ensuring compliance with deadlines and data quality standards.</li></ul> |
| 2.                    | <b>Performance Management:</b> <ul style="list-style-type: none"><li>Lead, develop and implement performance management frameworks and tools to monitor and improve service delivery.</li><li>Provide analysis and advice on performance against targets, identifying areas of underperformance and recommending corrective actions.</li><li>Lead the development and implementation of service improvement plans based on data insights.</li><li>Monitor and evaluate the impact of interventions and services on outcomes for children and families.</li></ul>  |





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| 3. | <p><b>Strategic Development:</b></p> <ul style="list-style-type: none"><li>• Lead the development of strategic plans and service improvement initiatives by providing data-driven insights and recommendations.</li><li>• Identify and evaluate emerging trends and best practices in children's social care data and analysis.</li><li>• Lead the development and implementation of data-sharing agreements and partnerships with other agencies.</li><li>• Lead on the development of predictive analytics where appropriate to anticipate future need.</li></ul> <p><b>Team Leadership and Development:</b></p> <ul style="list-style-type: none"><li>• Lead and mentor a team of data analysts and performance officers.</li><li>• Provide training and support to staff on data analysis and reporting tools and techniques.</li><li>• Promote a culture of data-driven decision-making within the organisation.</li><li>• Ensure the team stays up to date with relevant legislation and guidance.</li></ul> <p><b>Data Governance and Compliance:</b></p> <ul style="list-style-type: none"><li>• Ensure compliance with data protection legislation, including GDPR and related guidance.</li><li>• Develop and implement data governance policies and procedures.</li><li>• Maintain accurate and up-to-date documentation of data processes and procedures.</li><li>• Work closely with IT and Information Governance teams.</li></ul> |
|----|--|

| Person Specification     | Essential   | Desirable   |
|--------------------------|---|---|
| Education/Qualifications | <p>Degree-level, equivalent relevant professional qualifications or expertise.</p> <p>Evidence of continuous personal and professional development.</p>   | <p>Management qualification or working towards.</p> <p>Membership of relevant professional body.</p> <p>Project Management qualification.</p>   |
| Experience               | <p>Experience of leading teams and/or relevant projects to achieve strategic goals and service improvement with evidence of success in achieving targets and managing performance.</p> <p>Experience of developing and implementing policies and strategies.</p> <p>Experience of identifying, developing and delivering opportunities for improvement.</p> | <p>Experience of working in a matrix management environment, where cross-team and cross-organisation working.</p> <p>Experience of effectively leading a group of professional staff.</p> |
| Skills/Knowledge         | Significant experience in data analysis and performance management within a Children's Social Care setting.   | Experience in developing and implementing predictive analytics models.  |





|                              |  |  |
|------------------------------|--|--|
|                              | <p>Strong knowledge of relevant legislation, guidance, and best practices in children's social care.</p> <p>Advanced skills in data analysis and reporting tools (e.g., SQL, Excel, Power BI, Tableau).</p> <p>Excellent communication and presentation skills, with the ability to convey complex data insights to a range of audiences.</p> <p>Proven ability to lead and manage a team.</p> <p>Strong analytical and problem-solving skills.</p> <p>Knowledge of statistical analysis.</p> <p>Knowledge of relevant children's social care systems (e.g. Mosaic, Liquidlogic)</p> <p>Proven ability to work under time pressures and deadlines.</p> <p>GIS Mapping.</p> <p>Data analysis, visualisation or querying tools (e.g. Power BI, Excel)</p> <p>SQL developer</p> <p>Proactive and flexible approach to work.</p> | <p>Project management experience.</p> <p>Experience of working with Ofsted inspections</p> |
| <b>Behaviours/Attributes</b> | <p>Skilled in both written and verbal communication</p> <p>Skilled in both operational and strategic leadership</p> <p>Skilled in partnership working and stakeholder engagement</p> <p>Agile and flexible during inspections and urgent data reporting.</p>   |  |

| <b>Purpose Details</b> |   |
|------------------------|---|
| <b>Service Purpose</b> | The Children's Social Care, Data and Insight Team Manager is a pivotal role responsible for leading the development and delivery of high-quality data analysis and performance reporting within Children's Social Care. This role will drive evidence-based decision-making, improve service delivery, and ensure compliance with statutory requirements. |





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|---------------------|---|
|                     | <p>The post holder will be a key advisor to senior management, providing insightful analysis and recommendations to inform strategic planning and service improvement.</p>  |
| <b>Role Purpose</b> | <p>Working with the Children's social care heads of services and colleagues from across the wider department to drive and implement the fast-paced transformation of the Children's Social Care and Early Help services to deliver better outcomes for children, improved value for money, and a sustainable high quality Children's Social Care system for the people of the borough of Wokingham, in line with our strategic priorities set out in the Children's social Care Strategy.</p> <p>The post holder will take accountability for the supervision and motivate staff in the Team to operate and deliver at a high standard to effectively ensure our Children's Social Care service is successful in achieving our ambitious aims</p> <p>This will be delivered collaboratively with the Service Director Practice Improvement and Service Director for Children Social Care to provide accurate, timely and valuable information, to inform good decision making and insight, and by leading a culture of robust performance management, accountability, and assurance within the service.</p> |

| <b>Supervision and Relationships</b> |   |
|--------------------------------------|---|
| <b>Supervision Received</b>          | This post will report to the Service Director for Practice Improvement and Quality.   |
| <b>Supervision Given</b>             | Supervision provided to:<br>Senior Performance Analysts and Performance Analysts  |
| <b>Contacts</b>                      | The Data and Insight Manager will be required to maintain positive relationships with key partner agencies and stakeholders including, but not exhaustive of, health, housing, social care providers and council staff, carers and advocates and elected Members. |

| <b>Resources/Budget Management</b> |
|------------------------------------|
| No direct budget management.       |

| <b>Special Requirements</b>   |
|---|
| This is a politically restricted post, on-call arrangements in exceptional circumstances. |





| Occupational Health Risk Assessment     |  | Details |
|---|--|---------|
| Skin/Respiratory Sensitisers            |  | N       |
| Working at Height                       |  | N       |
| Exposure to Noise (>80-85dB)            |  | N       |
| Confined Spaces                         |  | N       |
| Frequent Display Screen Equipment Use   |  | Y       |
| Driving for Work                        |  | N       |
| Hand Arm Vibration                      |  | N       |
| Lone Working                            |  | N       |
| Healthcare/Social Contact with Patients |  | N       |
| Blood Borne Viruses Exposure            |  | N       |
| Food Handling                           |  | N       |
| Working with Animals                    |  | N       |
| Specialised Medical Screening           |  | N       |
| Night Working                           |  | N       |
| Safety Critical Work                    |  | N       |

| Nature of the Role                     |                                   | Details |
|--|-----------------------------------|---------|
| Healthcare or Hospital Work            |                                   | N       |
| Working with Children (under 18)       |                                   | N       |
| Working with Elderly/Vulnerable Adults |                                   | N       |
| Work Environment Details               | Shute End and Hybrid/Home working |         |

| Role Involvement                                 |  | Details |
|--|--|---------|
| Working with Children                            |  | N       |
| Working with Vulnerable Adults                   |  | N       |
| Both of the Above                                |  | N       |
| Providing Care/Supervision for Children          |  | N       |
| Providing Care/Supervision for Vulnerable Adults |  | N       |





|                   |   |
|-------------------|---|
| Both of the Above |   |
| None of the Above | Y |

| <b>Disclosure and Barring Service (DBS)</b> |  | <b>Details</b> |
|---|--|----------------|
| <b>DBS Requirement</b>                      | Enhanced DBS   |                |
| <b>Eligibility Tool</b>                     | Find out which DBS check is right for your employee - GOV.UK<br>( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> ) |                |

| <b>Re-checks</b> |  |
|------------------|--|
| DBS- Enhanced    |  |

| <b>Evaluation Declaration</b> |   |
|-------------------------------|---|
| <b>Date of Evaluation:</b>    | 25.11.25  |
| <b>Evaluated by:</b>          | Carrie Mark- Service Director or Practice Improvement and Quality |

