

**Manchester City Council
Role Profile**

Directorate Performance, Research & Intelligence Support Officer (HDRC), Grade 6
Performance, Research & Intelligence, Corporate Services Directorate

Reports to: Senior Analyst (HDRC)

Job Family: Corporate Organisational Support

Key Role Descriptors

This role will support the provision of strategic performance, research and intelligence support to Departmental Management Teams and Service Managers and work together on related issues and projects to deliver directorate and corporate objectives.

The role-holder will support colleagues in the Partnerships Team, PRI Team and Corporate Data Team to deliver effective, cost-efficient support to policy and decision making and operational service delivery.

The role-holder will work to support key colleagues in understanding the services and service needs to assist in ensuring that key issues relating to PRI support are effectively addressed and coordinated across the authority and partner organisation.

Key Role Accountabilities:

Support the development of working relationships with key colleagues within the dedicated client group area and support the development of effective business processes, policies and strategies

In conjunction with the rest of the team, support on the delivery of:

- Supporting directorate management teams with completion of service Business Plans.
- Ensuring effective and timely completion of relevant Equality Impact Assessments.
- Ensuring effective and timely responses to complaints.
- Ensuring effective and timely responses to FOIs relating to PRI activities
- Ensure that performance reports are high-quality and inform key decision makers
- Support services with PRI information relating to inspections
- Support services with PRI information relating to communications

Support key colleagues to assist in ensuring efficient service specific processes are in place to manage requirements for and delivery of performance, research and intelligence information.

Under the guidance of the Performance and Insight Manager (HDRC) support the provision of timely, high quality, strategic and specialist intervention, advice and guidance

to senior managers on policies, projects, external trends and initiatives.

To support and contribute to key initiatives and programmes to ensure that they are delivered successfully in the Directorate and result in effective decision making through effective liaison and coordination.

To work in partnership with all other support service areas including Finance, ICT and Legal across the full range of projects, procedures and policy development areas

To support the operation of the performance management framework principles in directorates

Personal commitment to continuous self-development and service improvement.

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 post holder is disabled, every effort will be made to supply all 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 given full consideration.

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 Directorate Performance, Research & Intelligence Support Officer (HDRC) will provide support to 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 12 people and will require collaboration with stakeholders within the University of Manchester, Neighbourhood services and localities across the city. Each Directorate Performance, Research & Intelligence Support Officer (HDRC) will have their own workstream areas covering research, analytics and evaluation projects.

This role involves designing and implementing projects, in collaboration with the wider HDRC team and external stakeholders. These projects will support both analysis and evaluation activities, creating usable insight that will shape the HDRC programme and the wider understanding of the wider determinants of health.

The HDRC programme 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:

- Produce credible, relevant, responsive intelligence
- Produce independent evaluation of project performance & impact
- Provide data and intelligence to support the development of the HDRC
- Agree best practice methodologies with key stakeholders
- Develop and maintain collaboration with key stakeholders
- Promote information as an asset and improve access to data & insight
- Deliver statutory returns and consultations related to the HDRC programme



Directorate Performance, Research and Intelligence Support Officer – Key Competencies and Technical Requirements

Generic 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 Competencies

- **Communication skills:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation. Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in their thinking and explain reasoning behind decisions or actions taken
- **Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans

Technical requirements (Role Specific)

- Ability to understand and assimilate service, departmental and corporate priorities.
- Able to develop and maintain knowledge of relevant departmental priorities and ways of working including legislation, regulatory framework and guidance
- Confident in using IT solutions to achieve research and data objectives.