



## Job Description

### Senior Insight and Intelligence Manager

Job Details	
<b>Grade</b>	6
<b>Number of Posts</b>	1
<b>Department</b>	Trust Insight and Intelligence Centre
<b>Reporting to</b>	Head of Trust Insight and Intelligence Centre (TIIC)

#### Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

#### Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.



- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

**Our Values:**

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

**Overview of the role:**

The job purpose and key responsibilities outlined below describe the responsibilities and activities expected at this grade within the Trust Insight and Intelligence Centre (TIIC). While not all elements will apply to every role, flexibility is essential to meet service objectives and regulatory requirements. Officers may be required to contribute across different areas as needed.

The Senior Insight & Intelligence Manager will work within TIIC to Support the Head of TIIC in implementing BCT's Digital and Data strategy and overseeing important TIIC projects, managing grade 5 post holders, overseeing PQA reporting, and providing insight, intelligence, performance data, and analysis that supports Trust operations and its efforts to improve outcomes for children, young people, and families.

**Key Responsibilities:**

Act as the primary contact for information and intelligence queries including:

- Leading, evaluating, monitoring, and reporting progress on Digital, Data, and PQA Strategic Plans to Trust Leadership Team (TLT).
- Contributing to the development of Trust Performance and Quality Assurance (PQA), Data and Digital Strategy. Understanding, monitoring and reporting to TLT on IMT services and related business change delivery.
- Providing advice and guidance to TLT on BCT's Digital and Data strategy, architecture, and delivery.
- Developing and championing business intelligence, insight, improvements, and projects with appropriate stakeholders. Identifying innovative technologies to improve operational effectiveness and efficiency.
- Providing detailed analytical reports to support PQA activities. Attending a variety of meetings to



<p>share findings and thematic trends from performance data analysis, insight and intelligence.</p>
<ul style="list-style-type: none"><li>• Supporting a programme of systematic review of the effectiveness of policies, procedures, and practices in relation to children services. Support the leadership Team with forecasting and future data modelling.</li></ul>
<ul style="list-style-type: none"><li>• Managing the Trust's Data Governance Strategy and Data Quality Team enabling a new Data Quality Initiative. Producing and presenting data analysis at Strategic partnership boards.</li></ul>
<ul style="list-style-type: none"><li>• Managing the production of the Trust KPIs including those submitted to &amp; scrutinised by the Council. Delivering against BCT's performance targets.</li></ul>
<ul style="list-style-type: none"><li>• Preparing papers, reports and proposals for TIIC business change delivery, risk and recommendations to TLT. Advising and supporting the TIIC Teams on business processes and process leads.</li></ul>
<ul style="list-style-type: none"><li>• Managing the Trust responses to data requests for the RIA Regional data returns as well as for the Corporate Parenting Board. Providing operational data in line with Children's Commissioner's statutory requests. Leading on the Trusts operational responses to Freedom of Information requests.</li></ul>
<ul style="list-style-type: none"><li>• Preparing reports and supporting development of continual improvement plans in response to findings from PQA activities, inspections, monitoring visits and other intelligence.</li></ul>
<ul style="list-style-type: none"><li>• Providing professional curiosity to practitioners, managers, and leaders based on performance data, intelligence, and analysis to drive practice improvement. Ensuring that children are clearly supported, and their outcomes are achieved through demonstrable evidence.</li></ul>
<ul style="list-style-type: none"><li>• Supporting HR to produce the annual Children Social Work Workforce Return.</li></ul>
<ul style="list-style-type: none"><li>• Developing and maintaining TIIC policies and procedures. Contributing to the development of policies with TIIC implications to ensure compliance with data protection and other legislation.</li></ul>
<ul style="list-style-type: none"><li>• Promoting and contributing to the Trust's Continual Improvement Agenda and Development Plan. Producing and presenting monthly Performance Highlight Reports at strategic and operational performance meetings.</li></ul>
<ul style="list-style-type: none"><li>• Managing and supporting ongoing business improvement plans for TIIC and the Data Lake.</li></ul>
<ul style="list-style-type: none"><li>• Utilising management support and supervision to deal with the mental demands of the role.</li></ul>
<ul style="list-style-type: none"><li>• Supporting the conduct of planned and unplanned audits with relevant datasets. Providing relevant datasets to support regular diagnostic review of children's records to evaluate the quality of practice.</li></ul>
<ul style="list-style-type: none"><li>• Developing and maintaining effective relationships across BCT including TLT. Navigating and facilitating complex performance discussions with operational leads enabling a collaborative</li></ul>



<p>approach for positive outcomes.</p>
<ul style="list-style-type: none"><li>• Supporting the production of regular PQA and SEF reports with relevant datasets. Coordinating statutory and operational datasets to support Ofsted inspection and monitoring visits.</li></ul>
<ul style="list-style-type: none"><li>• Coordinating the production and delivery of BCT's Statutory Returns e.g. SSDA903 Children Looked After Return, CiN Census. and Children in Care Stability Index.</li></ul>
<ul style="list-style-type: none"><li>• Negotiating business processes with operational leads and key stakeholders across the Trust to ensure efficient delivery of TIIC support and services.</li></ul>
<ul style="list-style-type: none"><li>• Operating with a high level of integrity and in line with policy and guidance. Leading on undertaking and assuring improved data quality on behalf of BCT. Identifying areas where data is weak compared to the data requirements of the services and delivering a proactive plan to resolve issues, so data is more reliable.</li></ul>
<ul style="list-style-type: none"><li>• Ensuring that new reporting and performance platforms introduced by BCT are compliant with data protection legislation by design.</li></ul>
<ul style="list-style-type: none"><li>• Managing BCT's operational reporting infrastructure and leading on TIIC business change to support continual operational improvement.</li></ul>
<ul style="list-style-type: none"><li>• Ensuring compliance with BCT's financial regulation and standing orders. Providing information and analysis on a wide range of data (including national and statistical neighbours) and intelligence that will inform the decision, formulation and review of commissioning intentions and strategic priorities.</li></ul>
<ul style="list-style-type: none"><li>• Leading on gathering of information, intelligence, analysis, interpretation and reporting of performance and data quality across a range of the Trust's activities and, where relevant, activity with partners. Participating in performance review and development meetings and undertake a plan of training where necessary.</li></ul>
<ul style="list-style-type: none"><li>• Delivering cultural change within BCT to ensure employees are well versed in and embed a PQA culture. Insight and intelligence are gathered and shared to support and meet the assessed needs of children, young people, and families.</li></ul>
<ul style="list-style-type: none"><li>• Supporting collection and analysis of PQA data, workforce health check feedback, and feedback from annual surveys. Work according to the principle of improvement through innovation.</li></ul>
<ul style="list-style-type: none"><li>• Leading on designing and delivering a data quality assurance framework, clearly identifying responsibilities for data input and maintenance. Co BCT/TIIC/OR/ SIIM/ May 2025 5 produce and implement the standard operating procedures for data input and updates, on-going system and user testing, on-going data cleansing activity, both strategically and locally, holding owners to account for taking actions to rectify errors, discrepancies and any gaps in the data.</li></ul>
<ul style="list-style-type: none"><li>• Managing staff within TIIC, including recruitment and selection, supervision, coaching, training, mentoring, advice and professional development, welfare counselling, assessment of</li></ul>



performance targets and objectives and grievance and discipline issues.

- Supporting the Head of TIIC in building strong internal and external partnerships across all sectors by advising on data sharing solutions that comply with data security, data sharing codes of practice and other relevant protocols, legislation, policies, standards and ethical considerations.
- Representing BCT corporately and nationally to ensure that BCT's interests are promoted, protected, and developed. Deputising for the Head of TIIC, when required.
- Undertaking any other duties within the grade and expertise as required by your supervisor.
- Promoting and enhancing knowledge sharing culture within BCT.
- Managing changes to BCT's IT systems recording services to children and young people.
- Enabling the capture and use of BCT's Data, Insight and Intelligence to support effective and efficient knowledge use, sharing and transfer.
- Developing your personal networks. Managing your own resources and professional development.
- Promoting the use of technology. Ensure your own actions reduce the risks to health and safety.
- Developing productive working relationship with colleagues.

Key Facts:

- Qualification: - evidence will be required prior to commencing the role.
- You will receive supervision a minimum of ten times a year and you will be required to contribute to your annual appraisal.

BCT has a set of standards which every member of staff is expected to adopt and operate within and ensure that continuous improvement is a team effort.

- Ensuring that your primary consideration at all times is our children and their best interests.
- Ensuring that the views of our children are actively sought and used to inform our work.
- Working in partnership with parents and carers actively seeking their views enabling them to achieve optimum outcomes for their children.
- Working in partnership and engage with community networks and other agencies to achieve optimum outcomes for our children.
- Working within the legislative framework and make best use of evidence and research to support best practice.



<ul style="list-style-type: none"><li>• Ensuring all our work with children, young people, parents, families and carers, consistently promotes equality of access, diversity, opportunity, and social inclusion and addresses the impact of bias, prejudice and discrimination.</li></ul>
<ul style="list-style-type: none"><li>• Ensuring that BCT's records and reports are accurate, complete, accessible, up-to-date, and demonstrate the decision-making process.</li></ul>
<ul style="list-style-type: none"><li>• Contributing to BCT achieving the best possible outcomes for our children and young people, by ensuring that our workforce is accountable, effectively managed, supervised and supported.</li></ul>
<ul style="list-style-type: none"><li>• Promoting the highest level of Customer care in all our practice.</li></ul>
<ul style="list-style-type: none"><li>• Promoting continuous improvement in all our services and use the views, comments and complaints of our children, young people and families as well as of those with vested interest to actively inform those improvements.</li></ul>
<ul style="list-style-type: none"><li>• Supporting BCT's effort to achieve the best possible outcomes for our children and young people, our workforce is accountable, effectively managed, supervised and supported.</li></ul>
Corporate Accountabilities
<ul style="list-style-type: none"><li>• Working within the requirements of Trust employees, meeting the codes of conduct.</li></ul>
<ul style="list-style-type: none"><li>• Remaining professional and ensure the Trust values are adhered to.</li></ul>
<ul style="list-style-type: none"><li>• Building awareness of the benefits of diversity and commitment to equality of opportunity for all.</li></ul>
Supervision Received
<ul style="list-style-type: none"><li>• Supervising Officer Job Title: Head of TIIC</li></ul>
<ul style="list-style-type: none"><li>• Level of Supervision: Left to Plan own work to ensure the meeting of defined objectives within established guidelines subject to scrutiny by supervisor.</li></ul>
Supervision Given (excludes those who are indirectly supervised i.e. through others).
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<ul style="list-style-type: none"><li>• Manage a group of PBI Developer &amp; Insight Managers Gr 5</li></ul>
Special Conditions
<ul style="list-style-type: none"><li>• This vacancy is exempt from the Rehabilitation of Offenders Act.</li></ul>
<ul style="list-style-type: none"><li>• A Disclosure and Barring Services/ISA checks will be undertaken</li></ul>



Key Information																	
<p>Is a Safeguarding Check needed? (<i>DBS and Experian background checks</i>)</p>	<p><b>Dropdown Options:</b></p> <table border="1"> <tr> <td>Not Required</td> <td></td> </tr> <tr> <td>Required</td> <td>Yes</td> </tr> </table> <p><b>If Required, what type:</b></p> <table border="1"> <thead> <tr> <th></th> <th>Children</th> <th>Adults</th> <th>Children and Adults</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enhanced</td> <td></td> <td></td> <td>X</td> </tr> </tbody> </table>	Not Required		Required	Yes		Children	Adults	Children and Adults	Basic				Enhanced			X
Not Required																	
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Enhanced			X														
<p>Will this position have Line Manager responsibility?</p>	<p><b>Dropdown Options:</b></p> <table border="1"> <tr> <td>Yes</td> <td>X</td> </tr> <tr> <td>No</td> <td></td> </tr> </table>	Yes	X	No													
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No																	

### Person Specification

Essential Criteria		
<p><b>Method of Assessment (M.O.A):</b> AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications</p>		
CRITERIA	Method of Assessment (M.O.A)	Essential
Qualifications	AF/Q	Have a professional qualification or equivalent (including relevant experience) covering Digital, IMT, and Business Intelligence skills. Evidence of continuous professional development



Knowledge	AF/I/P	Possess knowledge of operational service delivery areas, and understanding of related processes. Experience of effectively managing business related escalations to enable positive resolution.
Knowledge	AF/I	Have excellent understanding of equality, diversity, and inclusion. Experience of promoting and developing positive initiatives in all aspects of work.
Experience	AF/I/P/WBE	Demonstrate experience in developing, and implementation of data and digital services. Experience of delivering business performance and analytical projects across multiple disciplines.
Experience	AF/I/WBE	Demonstrate experience in delivering performance reporting, utilising professional curiosity within Children's Social Care.
Experience	AF/I	Demonstrate experience of successfully managing numerous stakeholders. Experience of building effective relationships across multiple disciplines. Experience of successfully navigating complex internal and external business owners and processes to enable successful delivery.
Experience	AF/I/P	Demonstrate experience of managing colleagues with SQL, DAX, Power Query, Python & Data Warehouse Skillsets.
Experience	AF/I	Demonstrate experience of working with senior leadership teams, and leaders to implement effective decision making.



Skills	AF/I	Demonstrate and embed the Trust's "connections count" practice model in all aspect of the work.
Skills	AF/I	Able to develop innovative strategies, ideas, policies and thought leadership. Ability to promote on-going and future TIIC and related business change solutions and delivery.
Skills	AF/I	Able to work to agreed deadlines and negotiate with your manager where priorities differ.
Skills	AF/I	Demonstrate skills in advising, influencing, persuading and negotiating across a wide range of discipline. Ability to communicate relevant information/decisions and implications to key stakeholders.
Skills	AF/I/P/WBE	Able to effectively communicate both orally and in writing. Ability to deliver presentations/complex reports to a wide range of audiences both internal and external.
Skills	AF/I	Able to write and query reports using SQL, DAX, Power Query, Python skillsets.
Skills	I	Able to speak an appropriate standard of spoken English - Part 7 of the Immigration Act 2016.

**At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.**

