



Job description			
Job title	Intelligence Officer – Children’s Services		
Grade	H-K		
Directorate	Resources		
Service/team	Policy and Performance		
Accountable to	Service Manager – Performance, Business Intelligence and Risk		
Responsible for	Not applicable		
JE Reference	A5206	Date Reviewed	July 2025

Purpose of the Job

The post holder will play a key role in the development and delivery of intelligence requirements for Children’s Social Care and more broadly across Children’s Services as required. The post holder will play an integral role in producing business intelligence reports to inform decisions and effective service delivery, submitting statutory and non-statutory returns, meeting the information requirements for inspections, reviews and self-assessments, and in the development and implementation of the Council’s performance and assurance framework.

This is a career-graded post. For the postholder to progress through each grade band they must be assessed against their ability to undertake the tasks at the higher grade and meet the requirements set out in the person specification. This assessment will be undertaken by the postholder’s line manager and must be endorsed by the Head of Service and HR.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Grade H

1. Support the development and implementation of the Council’s performance management framework across multiple services.
2. Support the development and delivery of high-quality management information and intelligence data for the following purposes:-



- (i) To enable corporate, service and user planning, informing what is done and how;
 - (ii) Provide relevant and timely information to support effective decision making; and
 - (iii) To support the production of statutory, non-statutory and corporate returns.
3. Support the Council's approach to departmental planning, ensuring these are aligned to the Council's priorities as included in the Council Plan.
4. Support the Council's approach to service planning, ensuring actions, performance indicators and risks are properly identified, aligned to department/ corporate priorities and are monitored.
5. Support the production of performance reports across Children's Social Care.
6. Support the production of complex business intelligence and analytical reports through the exploitation of the SystemC Children's System (LCS) and the Early Help Module (EHM).
7. Support the Council's approach to risk management including the assessment of risk scores and the production of monitoring reports.
8. Support the production of all data/ intelligence required for the implementation of the Council's intelligence led approach to strategy development across Children's services.
9. Support the collation of evidence essential for external and internal inspections, and self-assessments.
10. Develop and maintain constructive relationships with a broad range of internal and external stakeholders.

Grade J

1. Play a key role in the co-ordination, analysis and formation of evidence for external and internal inspections and self-assessments.
2. Play a key role in the development of information and case management/ recording systems across Children's Services, to ensure that current and potential systems are fit for purpose and meet corporate and statutory reporting requirements.
3. Implement the Council's approach to performance management across Services, including:-



- (i) Implementation of the Council's approach to department and service planning, providing advice and guidance, and quality assuring the plans;
 - (ii) Collating all information required for the production of key monitoring reports, including the Council Plan Monitoring Report and Portfolio reports;
 - (iii) Developing and implementing effective performance indicators with a particular emphasis on 'impact'; and,
 - (iv) Ensuring the Council's approach to risk management is implemented - providing advice and guidance to services, and ensuring that the monitoring of risks is fully embedded within department and service performance reporting.
- 4. Develop complicated reports using a variety of reporting tools to extract and analyse information held on Council systems (SystemC).
- 5. Produce and present performance and business intelligence reports/ presentations for operational teams, senior managers and elected members.
- 6. Play a key role in the completion of statistical returns required by Government departments and other agencies, ensuring these are completed on time and are accurate.
- 7. Lead on specific team/ service projects and work ensuring expectations and deadlines are met and work is produced to the highest standards.
- 8. Provide the data/ intelligence required for the implementation of the Council's intelligence led approach to strategy development across Children's Services.
- 9. Act as a key contact between the Performance and Business Intelligence team and Children's Services, developing an in-depth knowledge of services and maintaining awareness of changes to reporting requirements and changes to systems.
- 10. Using published data, including statistical first releases, to produce analytical reports for senior officers.
- 11. Work with officers from Business Improvement to support the Council's approach to Improvement at a strategic and operational level by:
 - (i) providing appropriate management information to inform business improvement; and
 - (ii) providing information that will support the Council to monitor and evaluate the impact and benefits of Children's Services and interventions.



12. Work with members of the team and key stakeholders to investigate the causes of any variance from plan/delivery targets and contribute to the implementation of solutions.
13. Support the targeting of resources, monitoring, implementation, evaluation and delivery of plans and key priorities by providing high quality information and analysis to ensure value for money and delivered on time.
14. Communicate information, risks, issues and dependencies, including briefings and reports to senior team members, commissioned services and other internal and external team members or partners.

Grade K

1. Lead on the development and implementation of the Council's performance framework across multiple services.
2. Provide intelligence and analysis to enable the setting of targets and actions which support the Council in making best use of resources to meet objectives and ensure statutory and regulatory requirements are met.
3. Take a lead role in the development of department and service plans, monitoring their delivery and providing critical support.
4. Taking a lead role in the production of key corporate reports, including Council Plan Monitoring and Risk Management reports.
5. Play a lead role in establishing and maintaining systems for the collection and interpretation of large, complex data sets.
6. Present complex analytical reports and presentations to a range of audiences, including Executive Directors, Elected Members, and specific Council and partnership boards.
7. Provide all necessary data required for needs and assets assessments to inform strategic and operational planning and commissioning decisions.
8. To ensure that all statutory, non-statutory and corporate returns are compiled to a high standard ensuring data quality requirements are met and processes are in place to investigate variances in activity data.
9. Representing the Policy and Performance service at key improvement and performance meetings, providing support and challenge.
10. Play a key role in the Council's data transformation programme, ensuring that data and intelligence is used effectively and is at the centre of decision making and drives improvement.
11. Co-ordinating the work of, and providing leadership to, officers within the performance and business intelligence function. Lead on specific team/



service projects and work of high complexity and risk, ensuring expectations and deadlines are met and work is produced to the highest standards.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.