

## Job Description

**Job Title:** Regional Performance Assistant  
**Accountable to:** Regional Manager

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

### The role

As a Regional Performance Assistant, you will develop and provide performance information and analysis service to both internal and external stakeholders. You will ensure the effective collation, recording, monitoring of data quality and assist in the development of management information and reporting systems to support managers (clinical and non-clinical) in the delivery of operational services.

You will work closely with the Regional Systems and Performance Lead to ensure timely submissions of data, analyse trends and use this knowledge to inform senior colleagues. You will also deputise in the absence of the Regional Systems and Performance Lead.

### Provide

- Responsibility for the collation, analysing and submission of data required for internal and external reporting portals.
- Prepare monthly performance management reports in order to inform senior operational managers of on-going performance against key service targets. This will include using the range of data capture systems available, such as SystemOne.
- Monitor and promote excellent performance, taking steps to improve areas of concern as highlighted, by local, regional and national performance monitoring.
- Liaise with site managers to ensure the service meets expectations and target and to address any underperforming areas.
- Act as a reference point within the region for national and local data standards.
- Work closely with site reporting staff to ensure the timely submission of accurate and up to date data across service performance activity and in response to demands for internal and external information and reporting requirements.
- Prepare reports as required for sites, regional and NHS England reporting.
- Assist in the preparation of monthly performance management reports on services commissioned by NHS England.



- Ensure that all information sources underpinning performance management reports on provider services are fully accredited in terms of data quality and accuracy.
- Assist in providing trend / benchmarking / modelling information as required.

### **Deliver**

- Maintain robust information flows to support service delivery along with monitor and evaluate performance of the service against objectives.
- Support in undertaking in depth analysis of complex performance issues, triangulating data from multiple sources and using soft intelligence to provide insight on underlying issues for service managers and commissioners.
- Development of local performance reporting systems and processes relating to planning, monitoring, analysing, reporting to support service delivery.
- Plan tasks and activities and make necessary adjustments to ensure work is completed on time. Tight deadlines, whether internal or external, have to be strictly adhered to as late submission could impact performance management.

### **Inspire**

- Local performance leads to improve data capturing and reporting systems.
- Support the Regional Systems and Performance Lead to ensure that the Region achieves and maintains excellent data quality standards.
- Support the Regional Systems & Performance Lead to ensure staff involved in data entry and collection follow agreed documented policies and procedures.

### **Promote**

- Participate in own professional and personal development activities and promote a commitment to continuous development.
- Undertake any other responsibilities in accordance with the grade and nature of the post.
- Contribute positively to the effectiveness and efficiency of the teams in which you work.
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- Strong operational focus on quality reporting.

### **Share**

- Learning and knowledge of systems with local performance leads.
- Work with the Regional Systems and Performance Lead to review and develop current processes to meet the changing needs of the service and national demands for information and KPIs.
- Data trends and analysis with regional PPG team and regional commissioning leads.

### About you

- You will have a keen eye for detail.
- Ability to work within a range of data capture systems.
- Knowledge around the use of healthcare reporting systems such as SystemOne and Datix would be desirable.
- Ability to communicate effectively both verbally and through data outcomes to a range of stakeholders.
- Able to prioritise workload and organise time efficiently.



### Additional information

**Disclosure and Barring Service-** a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

**Prison Vetting-** a HMPPS (Her Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

**Education and Training-** continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.