

## **Job Description**

**Job Title:** Service Performance Coordinator

**Location:** London, NW5 2RZ

**Hours:** 25 hours per week

**Grade:** £26,603 - £28,943 FTE per annum (Family Action Grade 2 Point 16-19)

**Service:** Support Services

**Reports to:** Operations Manager

### **Core Purpose**

- Maintaining the administration of contracts, service level agreements and spot purchase requirements across all departments
- Compiling, analysing and presenting data to the leadership team, senior management, commissioners, funders and other appropriate agencies
- Analysis and reporting on service user feedback to present to the management team, commissioners, funders and other appropriate agencies
- Contributing to the development of PAC-UK's database reporting systems working alongside the Operations Manager

### **Accountabilities**

- Support the coordination of the administration of all annual contract and service level agreement arrangements working in partnership with the Director of Service Delivery Heads of Service.
- Develop and maintain structured statistical reporting systems working alongside the Operations Manager
- Liaise, agree and clarify upon the data required and how it should be gathered - taking into account any ethical and legislative considerations
- Ensure that all reports presented are true, up to date and showcase accurate and concise data and prepared in a timely manner in accordance to contract arrangements

## Core Duties

- Collecting statistical data as required by management, commissioners, funders and other appropriate agencies
- Quarterly reporting and review of performance of contracts and service level agreement, highlighting over and under usage as appropriate to Service Delivery Director and Heads of Service
- Produce local authority user statistics as requested
- Collect data and produce reports of user evaluation feedback on the relevant systems, spread sheets and databases
- Design and continual development of evaluation reporting systems
- Present the results to the relevant manager in a precise way, writing reports that are clear and accurate
- Provide admin support to Director of Service Delivery and Heads of Service for Local Authority contracts/renewal letters and associated tasks as needed
- Carry out any other duties that may be reasonably requested by the Operations Manager and members of the leadership and senior management teams.

## Family Action Accountabilities:

1. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach
- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our services

2. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

3. *(A – Supervisor and above version)*

To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

*(B – below Supervisor version)*

To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

4. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

5. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

***Scroll down to see Person Specification on next page.***



## Person Specification

**Job Title:** Service Performance Coordinator

**Location:** London, NW5 2RZ

1. Educated to degree or NVQ4 level, with a recognised qualification in a relevant field, e.g. administration, and data management (alternatives may be considered) and evidence of a commitment to continuing learning and professional development.
2. Excellent English and meticulous with data and figures
3. Significant experience in managerial administration, including data and contract monitoring
3. Experience in liaising with outside agencies and business partners
4. Ability to work on own initiative and think logically to solve problems
5. Excellent organisational skills, attention to details and ability to handle multiple priorities whilst working to deadlines
7. Experience of supporting and advising staff regarding data and evaluation systems and processes
8. Experience of creating and maintaining Excel spreadsheets
9. Sensitive, clear and positive communication skills, both verbally and in writing
10. Confident working with people at all levels, including staff, service users, commissioning agencies.
11. Capable of building effective working relationships and handling confidential matters sensitively.
12. At all times able to evidence Family Action Values which underpin Family Action's mission of 'building stronger families' by:
  - a. Being **people** focused
  - b. Reflecting a '**can do**' approach
  - c. Striving for **excellence** in everything we do
  - d. Having **mutual respect** for everyone we work with, work for and support through our services