



Job description

Job title:	Insight and Intelligence Manager
Location:	Home based, with extensive travel (UK)
Responsible to:	Head of England Network Support
Salary:	£40,139.42 (Grade G) plus home-based allowance
Contract:	Three Years (June 2019 – May 2022)
Hours:	35 per week
Annual leave:	26 days plus 11.5 bank holiday and office closure days (pro-rata for part-time staff)

Main aims of the post

The role of the Insight and Intelligence Manager is to further the growth and development of the Network by providing a high level of expertise, proactive intervention and support within a complex and challenging environment, across the areas of: market shaping; developing Network Partner organisations' capabilities and sustainability; and influencing policy and practice.

To harness and coordinate the knowledge, insights and understanding that Network Partners have gained through their own work, research and working with others; articulate collective impact; with a view to increasing network wide impact for carers and inform strategy.

To lead on and provide analytical support within the Carers Trust and wider network partnership. The role will be responsible for interpreting and presenting business and landscape information and best practice to Carer Trust colleagues and Network Partners and to influence commissioners and providers to help plan, commission and evaluate support for carer provision.

Duties to include

Business intelligence role:

- Provide proactive contact with individual Network Partners, in particular the Network Futures Group (NFG) members to enable Carers Trust, Network Partners and NFG to consider strategic priorities, horizon scan, understand national and regional direction of travel in commissioning and decision making within the health and social care agenda; design and implement relevant methodology that will generate an evidence base for Network Partners to consider their opportunities
- Develop an understanding of the needs of Network Partners and their commissioning environment to inform programmes and priorities; manage knowledge and make fact-based decisions to enable improved leadership and strategic planning
- Produce reports for Board and England Committee, Senior Management Team, Network Support Team for consideration
- Inform on business intelligence matters for Carers Trust fundraising, programme development, innovation, learning and policy and other work across the Directorate and for Network Partners to use for their own purposes. Support the development of Carers Trust funding programmes and grants, including tools for monitoring evaluation and impact; support the development and dissemination of best practice and toolkits to influence support for carers

Market Shaping:

- With colleagues across Network Support and the wider Carers Trust promote growth across the Network by using gathered commissioning intelligence and understanding of the carer landscape (all ages) to support existing Network Partners to expand into new areas or bring new members to the network.
- Collate learning from across the country (and within regions) to support Carers Trust and Network Partners understanding of the carer and commissioning landscape, particularly in health and social care, devolution and the provider market.
- Collate and share commissioning practice and build an understanding of market testing, partnerships, collaborations, consortiums and service models across the sector.

Network Partner Capabilities and Sustainability

- Support Network Partners to create new relationships and ways of working
- Understand the Monitoring, Evaluation and Learning (MEL) systems across the network, support Network Partners to consider impact and social value and explore how systems can be connected to aggregate knowledge and data.
- To understand the critical success factors, risks and opportunities for Network Partners

Putting Carers policy into practice

- Work with the policy team to understand national policy and share with the team network intelligence that will impact on carers services and collectively agree strategies to enable Network Partners to prepare and respond to changes
- Ensuring Carers Trust has a robust data base of evidence of service models within the Network to inform national policy work, funding bids and to share within the Network

Project Management

- Lead on the annual survey of Network Partners, including collation and result dissemination; develop a communications plan for network partners and guidance on completion
- Lead on specific projects as agreed with your line manager
- Liaise with Network Partners and other Carers Trust staff as required
- Provide regular reports for Carers Trust governance structures on progress with projects as appropriate
- Manage any budgets associated with specific projects

Additional areas of responsibility

- Working collaboratively with the England team, sharing ideas, experience and expertise and supporting collective problem solving.
- Supporting the Governance of England contributing to England Committee as required
- Developing content for Carers Trust's internal and external communications, in particular Network Partner news for England newsletter and online knowledge management hub

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Carers Trust.
- To comply with the Health & Safety at Work Act and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Carers Trust quality evaluation tools along with any other standards set by Carers Trust.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- To undertake any other duties that may be considered commensurate with the level of the post.

Person specification

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of interpreting complex data and ability to forecast short, medium and longterm trends and outcomes • Ability to use reporting tools such as pivot tables; PowerBi; Tableau or similar • Comprehensive experience of business development gained through direct experience or through an advisory/consultancy role • Experience in analysing reports and data • Experience of developing plans and managing their implementation • Experience of building relationships across sectors • Experience of a federal/network/complex structure within the Third Sector 	<ul style="list-style-type: none"> • Experience of the voluntary sector • Experience of commissioning
<p>Skills and abilities</p> <ul style="list-style-type: none"> • Strong interpersonal skills and the ability to work at the highest level with CEOs and Chairs of Network Partners and with Commissioners • Strategic thinker • Commercially astute with ability to identify potential business opportunities for Network Partners • Able to work collaboratively with a range of people from diverse backgrounds and with diverse abilities • Excellent communication and representational skills • Sound presentation and / or training 	

<p>skills</p> <ul style="list-style-type: none"> • Strong analysis skills • Excellent influencing, negotiation and facilitation skills • Ability to influence within a federation where organisations are independent • Strong problem solving skills • 	
<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive understanding of the external environment in which our Network Partner organisations operate, including the health and social care environment • Understanding of voluntary sector governance and management • Understanding of the principles of business development and customer relationship management 	
<p>Other</p> <ul style="list-style-type: none"> • Able to travel throughout England in a time and cost effective manner • Able to spend nights away from home 	