Job Description, Positive Families Partnership ("PFP")

<table>
<thead>
<tr>
<th>Title:</th>
<th>Performance Manager</th>
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<td>The Role:</td>
<td>To act as the key coordinator and liaison with Borough commissioning leads, delivery partners and the PFP management team, in providing insight, evidence and analysis to enable effective operational and strategic decision making ensuring the Positive Families Partnership Social Outcomes Contract achieves its stated goals and objectives.</td>
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<td>Responsible to:</td>
<td>Positive Families Partnership Managing Director and Programme Director (&quot;PFP Management&quot;)</td>
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<td>Start Date:</td>
<td>4 March 2019 or as soon as possible</td>
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Background

Positive Families Partnership ("PFP") is a unique and innovative collaboration between the social sector, local government and leading social investors. It has been created to give the opportunity for vulnerable young people across London to access therapeutic programmes that can help them stay out of care and deliver better outcomes for both them and their families.

This pioneering initiative has been jointly commissioned by London Borough Councils of Sutton, Tower Hamlets, Bexley, Merton, Newham and Barking and Dagenham with support from the Big Lottery Fund using National Lottery funding. The long-term aim of the project is to work with many more Boroughs across London.

PFP’s contract will provide access to therapeutic programmes for 350+ vulnerable young people and their families. The therapeutic programmes (known as Multi Systemic Therapy ("MST") and Functional Family Therapy ("FFT")) are designed to help address a young person’s behavioural issues and improve how the family functions. These programmes are intensive, holistic interventions, based on rigorous evidence and are intended to prevent or reduce young people from accessing more formal care including fostering and residential care.

PFP has carefully selected three specialist delivery partners as part of this consortium, who collectively bring decades of experience of implementing evidence-based programmes across the UK: Family Psychology Mutual, Family Action, and the South West London & St George’s Mental Health NHS Trust.

It has been structured as a Social Outcomes Contract, which means PFP will be paid only if it succeeds in meeting specific outcomes related to keeping the young person with their family and out of formal care.
Positive Families Partnership will benefit from board support from Social Finance UK and Bridges Fund Management, with the latter also providing over £4.5m to cover the up-front costs of the programme via a social impact bond.

PFP is managed by Managing Director Andrew Pickup and Programme Director Brigitte Squire MBE. Andrew brings over 20 years’ experience successfully building and developing health and social care organisations as both investor and manager across both the public and private sectors. Brigitte brings over 35 years clinical experience and expertise in Intensive Evidence Based Programmes including MST and FFT.

**Role Outline and Description**

As the most senior full-time role within PFP, the Performance Manager will take the lead on ensuring the range of regular reporting deliverables and various other ad hoc projects are completed accurately and in a timely manner.

The post holder will act as the key coordinator and liaison with Borough commissioning leads, delivery partners and the PFP management team, in providing insight, evidence and analysis to enable effective operational and strategic decision making ensuring the Positive Families Partnership Social Outcomes Contract achieves its stated goals and objectives.

The post holder will be responsible for the co-ordination of the Positive Families Partnership delivery on behalf of the delivery consortium and encourage and support greater collaboration across the Boroughs and Delivery Partners to maximise both efficiency and effectiveness.

The post holder will project manage much of PFP in its guise as a social outcomes contract and will be responsible for continued development of positive relationships and engagement with Boroughs, delivery partners, investors and wider partners through the delivery phase.

The project has been operational since February 2018 and the team has developed sound governance structures and data collection systems. The Performance Manager will be supported by a data analyst to assist in collecting and reporting on information gathered.

**Your Challenge (detailed view)**

- **Collection, Analysis and Reporting of Data**
  - Acting in ‘quality control’ capacity in the timely and accurate collection, analysis and reporting of data
  - Drawing insights from the data and ensuring analysis is presented clearly and concisely for stakeholders
  - Ensuring data dashboards are relevant and provide the necessary early warning mechanisms to identify priorities for action
  - Ensuring the smooth transfer and validation of key outcomes data with Boroughs to evidence outcomes achieved

- **Operational and Strategic Relationship Management**
  - Support PFP Management in:
    - Day-to-day management of Delivery Partner relationships; including running and attending Delivery Partner management meetings when needed
    - Building and maintaining strategic and operational relationships with commissioners in the Boroughs
    - Keeping PFP Management and Board informed of progress and of any key issues
Reporting
- Take the lead in creating packs for monthly board meetings for review by PFP Management and Board
- Create ad hoc analysis to support Board decision making as needed
- Evolve board pack format as needed to ensure it is relevant for ongoing decision making
- Create other reports as required by the PFP Management Team

Business Development
- Work with PFP Management to optimise utilisation of, develop performance by and grow as required the programme delivery partners’ resource
- Project management associated with on-boarding potential new Borough partners

Management of Operational and Financial model
- Ensure the regular updating of the operational and financial model to ensure PFP is continually aware of progress as against stated goals and objectives
- Create reports as required for PFP Management and Board which provide key insights in support of operational and strategic decision-making
- Manage outcome payments processing in an accurate and timely manner and proactively resolving issues as they arise notifying PFP Management as required

Day-to-Day Management of the Performance and Data Analyst role
- Setting priorities in conjunction with PFP Management and the overall delivery needs of the organisation to ensure efficiency and effectiveness

About you

You will have the following skills, knowledge and competencies:

Essential
- Ability to manage a wide range of projects, priorities and individual workstreams in alignment with PFP’s stated goals and objectives
- Strong report-writing and data analytical skills
- Experience of carrying out bespoke pieces of work to tight timescales
- Technical skills in excel and financial management, to manage the operational/financial model
- Excellent interpersonal, communication and negotiation skills
- Ability to develop and manage positive and collaborative relationships with many partners and stakeholders with different perspectives and interests
- Sound strategic, commercial and entrepreneurial judgement including understanding of contracts
- Team player with strong work ethic and ability to take initiative in proactively resolving issues
- Holds at least a degree level qualification
- Experience in a strategy consultancy firm or similar

Desirable
- Experience working in a start-up, small company or entrepreneurial environment where you need to take the initiative to make things happen
- Some knowledge and understanding of children’s social care services
- Understanding and ability to navigate governance structures within local authorities
- Passion and desire to make a positive difference to the lives of vulnerable young people and their families
Recruitment Details

The salary of the post holder will be negotiable based on their current arrangements, knowledge and experience.

Expressions of interest should be no more than 2 sides of A4, detailing how each candidate meets the requirements of the role description and the key competencies. These should be returned to PFP by email to recruitment@positivefamiliespartnership.com no later than 10.00am on 23rd January 2019. Interviews are expected to take place either on 30th January or 1st February with the intention that the successful candidate will be able to commence their duties by 4 March 2019 or soon after.