

Job Description



Corporate Services and Strategy Division

Post Title	Corporate Performance Officer		
Post Number	BG00144	Grade	Scale 7 £27,323 - £30,311
Base	Civic Centre	Hours of Work	37 hours
Car User Allowance	Approved Casual	Disclosure	None
Contact	Gemma Wasley – Performance, Scrutiny & Democratic Services Manager – ext: 5089	Updated	February 2014

Principal Job Purpose

Responsible to: Performance, Scrutiny and Democratic Services Manager

Responsible for: Supporting the development, implementation and review of the Council's approach to improvement planning processes. Taking a lead role in the analysis, collection and reporting of performance information in order to inform effective decision making and drive improvement.

Principal Accountabilities

1. Support the development, implementation and review of the corporate improvement planning functions including self evaluation and business planning.
2. Support the development of the Council's performance management reporting arrangements.
3. Lead on the collection, collation, monitoring and validation of the Council's various corporate reporting arrangements.
4. Support the development, implementation and monitoring of related policies and procedures.
5. Support the delivery of recommendations as set out by external and internal audit and inspection reports.

6. Work within the requirements under the Local Government (Wales) Measure including supporting the development of the Council's Corporate Improvement Plan (Stage 1 and 2).
7. To support service areas with the implementation of a consistent corporate approach to improvement planning including through the established Corporate Improvement Network.
8. Undertake analysis of performance data to make recommendations for improvement and provide support where required.
9. Support service areas with the identification of performance information linked to the Scrutiny Forward Work Programmes.
10. Provide training to service areas and Members in performance management.
11. Manage the Council's performance management data system (currently Ffynnon soon to be PAN).
12. Support service areas in the development, production and presentation of performance indicators, including targets and tolerance levels.
13. Coordinate the collection, analysis and submission of all national data within the required deadlines.
14. To support the Performance, Scrutiny and Democratic Services Manager in the allocation and organisation of work falling under the managers remit.
15. To represent the Performance, Scrutiny and Democratic Services Manager as required.
16. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
17. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
18. To undertake additional duties as and when required.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualified to HNC/HND level or equivalent in a relevant subject	Essential	✓			
Educated to degree level or equivalent	Desirable	✓			
Evidence of ongoing professional development	Desirable	✓			
Other experience					
Proven experience of working in a performance management environment	Essential	✓	✓		✓
Experience of data collection and systems to analyse data	Essential		✓		✓
Trained in RBA	Desirable	✓			✓
Experience of training and delivering presentations	Desirable	✓	✓		✓
Experience of supervising staff	Desirable	✓			✓
Knowledge/Skills					
Knowledge of performance management systems and methodologies	Essential		✓		✓
An understanding of the requirements under the Local Government (Wales) Measure	Essential	✓	✓		✓
Ability to support and challenge service performance	Essential		✓		✓
Understanding of RBA methodology	Essential	✓			✓
Ability to present performance information to a variety of audiences in a clear and understandable way	Essential		✓		✓
Experience of working in a challenging environment with competing priorities in order to achieve tight deadlines	Essential	✓			✓
A good knowledge and understanding of computer software such as Microsoft Office e.g. Microsoft Word, Excel and Power Point	Essential	✓			

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full driving license and access to a vehicle for work purposes	Essential	✓			

3. Personal Competencies

All competencies are regarded as essential, although

Assessment Method

it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.
In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others	✓ Essential			✓

Assessment Method					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better		✓ Essential		✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Assessment Method					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching

Providing Excellent Customer Service	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions	✓ Essential			✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓ Essential		✓
	Checks others have understood & seeks advice when necessary				✓

	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation		✓ Essential		✓