

**Job Description****Social Services Department**

Post Title	Senior Performance Officer (Fixed term for 2 years)		
Post Number	BG03583	Grade	Grade 7
Base	Anvil Court	Hours of Work	37
Car User Allowance	Approved Casual	Disclosure	N/A
Contact	Richard Hayward	Updated	August 2014
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Principal Job Purpose

Responsible to: Performance and IT Team Manager

Responsible for: To support the delivery of the Social Services performance management framework, with a lead role in the production of performance analysis and management information across Children's and Adult services. The post holder will be responsible for the co-ordination, validation and presentation of performance indicators, which includes the submission of statutory returns to the Welsh Government.

Principal Accountabilities

1. Establish robust processes for data validation and quality assurance to identify data quality issues.
2. Line management for staff within the performance team
3. Lead the collation and submission of statutory returns to the Welsh Government
4. Lead the production of monthly performance data reports for Senior Management Team
5. Assist with the development of IT systems to capture data to produce performance reports.
6. Support the operational teams in the development of performance management reports.
7. Support to the wider improvement agenda across the Council by providing performance information to internal and external partners.
8. Support the business planning process across the Social Services department.

9. Deliver any associated training across the department that is relevant to the role.
10. Comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
11. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification

1. Qualifications & experience

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other	Probationary Period
Qualifications/Relevant experience:					
Educated to Degree Level or equivalent / considerable experience in a very similar role	Essential	✓			
Experience of supervising and motivating staff	Essential	✓	✓		
Experience of producing, validating and submitting performance indicators / statutory returns	Essential	✓	✓		
Experience of establishing processes to capture performance data and monitor data quality	Essential	✓	✓		
Experience of business planning	Desirable	✓			
Experience of working in a Social Services environment or using Social Services performance data.	Desirable	✓			
Knowledge/Skills					
Highly skilled in the use of Microsoft Office with the ability to analyse and manipulate data to produce high quality management information.	Essential	✓		Test	
Excellent communication skills with the ability to liaise with a range of technical and non-technical stakeholders	Essential	✓	✓		
Ability to plan and prioritise workload effectively to ensure deadlines are achieved.	Essential	✓	✓		
High level of numeracy with excellent problem solving and analytical skills	Essential	✓		Test	
Ability to develop effective working relationships with colleagues	Essential	✓	✓		
Excellent attention to detail with the ability to highlight key points to identify / challenge underperformance	Essential	✓	✓	Test	
Work to high standards with a professional and helpful attitude	Essential	✓			
Knowledge of advanced performance management tools and techniques e.g. balanced scorecards.	Desirable	✓			
An awareness of business processes used by operational teams within Social Services	Desirable	✓			

2. Special Requirements

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other	Probationary Period
Possession of a UK driving license and access to a vehicle	Desirable	✓			

3. Personal Competencies

All competencies are regarded as essential, although 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.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team		✓		✓
	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line				✓
	Supports & encourages good work-life balance in the team				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance		✓		✓
	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication				✓
	Communicates positively and respectfully				✓
	Checks others' understanding				✓
	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service		✓		✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together				✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service				✓
	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery				✓
	Is positive about the organisation and the community it serves				✓