

**Job Description****Corporate Services & Strategy Directorate**

<b>Post Title</b>	<b>Performance Officer (Secondment Covering BG03584)</b>		
<b>Post Number</b>	<b>NEW</b>	<b>Grade</b>	<b>6</b>
<b>Base</b>	<b>Anvil Court</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>	<b>Approved Casual</b>	<b>Disclosure</b>	<b>N/A</b>
<b>Contact</b>	<b>Gemma Wasley</b>	<b>Updated</b>	<b>July 2015</b>
	<b>01495 35 5089</b>		

**Principal Job Purpose**

Responsible to: Performance Team Manager

Responsible for: To support the delivery of the Council's Performance Management and Improvement Framework, with a lead role in the production of performance analysis and management information for Adult Social 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. Lead the collation, validation and submission of statutory returns for Adult Social Services to the Welsh Government.
3. Lead the production of monthly performance data reports for Senior Management Team.
4. Lead on the co-ordination, validation and monitoring of performance data for Adult Social Services on a daily basis.
5. Working within the Council's Performance Consolidation, undertaking Council wide performance and improvement work as required.
6. Assist with the development of IT systems to capture data to produce performance reports.
7. Support the operational teams in the development of performance management reports.

8. Support to the wider improvement agenda across the Council by providing performance information to internal and external partners.
9. Support the corporate business planning and risk management process.
10. Deliver any associated training across the department that is relevant to the role.
11. Responsible for working within a range of projects including Civica and Systems Thinking.
12. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
13. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
14. To undertake additional duties as and when required.

## Person Specification

### 1. Qualifications & experience

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other	Probationary Period
<b>Qualifications/Relevant experience:</b>					
Educated to HNC / HND Level or equivalent / or considerable experience in a similar role	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.	Desirable	✓			
Experience of supervising staff	Desirable	✓	✓		
<b>Knowledge/Skills</b>					
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 operational 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	✓			
Experience of training	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					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Managing the Team</b>	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				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering a Continually Improving Service</b>	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				
		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	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				✓

		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Making Informed Decisions</b>	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				✓

		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Working Together</b>	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
<b>Putting the Citizen First</b>	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				✓