

**Job Description****Corporate Services and Strategy**

<b>Post Title</b>	<b>Performance Officer</b>		
<b>Post Number</b>	<b>00144</b>	<b>Grade</b>	<b>Scale 7</b>
<b>Base</b>	<b>Home Working</b>	<b>Hours of Work</b>	<b>37 per week</b>
<b>Contact</b>	<b>Gemma Wasley, Service Manager Performance and Democratic</b>	<b>Updated</b>	<b>July 2020</b>

**Principal Job Purpose**

Responsible to: Team Leader - Performance

Responsible for: Supporting the development, implementation and review of the Council's approach to improvement planning processes including the collection and analysis of performance information, and the development of technological analytical approaches 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.
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. Developing analytical solutions and formulas to investigate and interpret performance statistics
5. Support the development, implementation and monitoring of related policies and procedures.
6. To support service areas with the implementation of a consistent corporate approach to improvement planning.

7. Analysis of performance data to make recommendations for improvement and provide support where required.
8. Develop the use of efficient technologies to draw data from a range of existing databases that the Council holds, e.g. computer based assessments of existing datasets, testing and the development of models to aide analysis for improved decision-making.
9. To prepare reports, briefing notes and management responses as appropriate for a variety of political and professional audiences.
10. Provide training to service areas in areas of performance management and analysis.
11. Support service areas in the development, production and presentation of performance indicators, including targets and tolerance levels.
12. Coordinate the collection, analysis and submission of national data within the required deadlines.
13. To represent the Team Leader Performance as required.
14. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
15. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
16. To undertake any other duties reasonably required in order to provide the service.

# Person Specification – Performance Officer

## 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Educated to degree level or equivalent in a related discipline or subject	E	✓			
Proven experience of working in a performance management environment	E	✓	✓		
Experience of data collection and systems to analyse data	E	✓	✓		✓
Experience of training and presentations	D				
<b>Knowledge/Skills</b>					
Experience of data collection and systems to analyse data	E	✓	✓		✓
Knowledge of performance management systems and methodologies	E	✓	✓		✓
Ability to support and challenge service performance	E	✓	✓		✓
Ability to present performance information to a variety of audiences in a clear and understandable way	D	✓			✓
Ability to work in a challenging environment with competing priorities to achieve tight deadlines	E	✓	✓		✓
Understanding of Local Government in Wales and the Well-being of Future Generations (Wales) Act 2015	D	✓			✓
<b>Special Requirements</b>					
Strong analytical skills	E	✓	✓		✓
Effective oral and written communication skills					
Good interpersonal skills with the ability to effectively influence and negotiate with a wide range of audiences	E	✓	✓		✓
Ability to work on own initiatives and as part of a team	E	✓	✓		✓

## 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.

		<b>Assessment Method</b>			
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				✓

		<b>Assessment Method</b>			
Topic	Competencies	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				✓

Topic	Competencies	Assessment Method			
		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				✓

Topic	Competencies	Assessment Method			
		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				✓

Topic	Competencies	Assessment Method			
		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				✓