

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Performance & Improvement Monitoring Officer	JEID	M0133
Salary Grade:	I		
Team:	Performance & Quality, Business Intelligence		
Service Area:	Commissioning Support Unit		
Primary Location:	TBC		
Political Restriction	This position is not politically restricted.		
Responsible to:	Business Intelligence Delivery Lead (Performance and Quality)		
Responsible for:	N/A		

Role Purpose

The post-holder will support the Business Intelligence Delivery Lead (Performance and Quality) in delivering the Performance and Planning function across Warwickshire County Council.

This involves supporting the coordination, production and analysis of performance management information so that Directorate and Service Leadership Teams have the intelligence they need to inform strategic and operational decision-making. The post-holder will also support the Business Planning process across the organisation and advise on priorities for improvement activity across our Directorates.

Principal Duties

- To support the Delivery Lead in the preparation and production of Service Business Plans.
- To offer help, advice and support to Service Managers and Assistant Directors to develop Business and Team Plans.
- To support the Delivery Lead to co-ordinate and deliver the Directorates' contribution to any Corporate Strategic Plans as required.
- To support the Delivery Lead in the consistent, regular and accurate monitoring and reporting of performance information to feed into Leadership Team, Service and Team

Reporting.

- To support Managers and the Delivery Lead to analyse, interpret and evaluate performance and make recommendations to direct improvement activity.
- To support the Delivery Lead to design, analyse and present customised management information reports for various levels of management as part of the organisation's Performance Management Framework.
- To support the Delivery Lead to evaluate the performance of the organisation's activities and to actively compare with other organisations to improve services.
- To assist the Delivery Lead in fulfilling all corporate performance reporting requirements and to manage the accuracy and timely reporting of performance across the organisation utilising Power BI.
- To be an active member of the Performance Forum.
- To promote, coordinate and facilitate the development and maintenance of performance dashboards.
- To support the Delivery Lead to develop a consistent, cohesive and value-added approach to performance management to ensure standards are constantly improving.
- To support delivery of prioritised work across the broader Performance & Quality Team by working flexibly.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Assessed By:

Essential Criteria

Educated to A-level standard or equivalent or have experience in a service improvement or performance management role	A,D
Experience of service/business planning and methods of assessing performance	A,I
Knowledge of developments which impact on public services	A,I
Experience of working within a large complex organization and interacting with individuals at all levels	A,I
Considerable experience in the preparation, interpretation and presentation of statistics and data.	A,I
Sound knowledge of Information Technology, such as Microsoft applications	A,I
Experience of working with and developing Performance Management Systems including the use and development of dashboards to present information	A,I
Analytical and problem-solving skills	A,I
Excellent formal and informal oral and written communication skills	A,I

A flexible and innovative approach to service provision	A,I
An ability to write reports and guidance clearly and succinctly capturing complex ideas and issues	A,I
Well organised, able to work on own initiative and plans ahead to ensure that work is completed to deadlines	A,I
Manages, shares and uses knowledge and information effectively	A,I
Confident in dealing with all levels of staff including Elected Members	A,I
Shows awareness of own strengths and areas for improvement and seeks opportunities for personal development	A,I
Understanding and practice of Equality and Diversity policies	A
Ability to travel to council properties and partners around Warwickshire if required	A,D

Assessed By:

Desirable Criteria

Qualifications/training/experience in aspects of performance management	A,D,I
Experience or demonstrable knowledge of local government	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	