

Performance Officer

Department	Finance and Performance
Pay Grade	G5
Responsible to	Performance Management Officer

Role Purpose

To support evidence-based decision making by collecting, analysing, and reporting performance data including key performance indicators (KPIs) projects and risk information, ensuring services can monitor outcomes, assess performance, and drive continuous improvement for residents and stakeholders.

This role will help ensure robust governance arrangements are in place to monitor progress against corporate goals, identify areas requiring intervention, and promote a culture of accountability, continuous improvement and evidence-based decision-making across the organisation.

Role Specific Responsibilities / Accountabilities

- Collect, validate, analyse, maintain and report performance data and management information from a variety of internal and external sources, ensuring accuracy, consistency and compliance with corporate standards.
- Produce and interpret performance information, trends and insights to support operational and strategic decision-making, service improvement and the effective use of organisational resources.
- Support the collection, coordination and production of corporate performance reports for Senior Management, Committees, Cabinet Members and other governance forums, ensuring information is timely, accurate and accessible.
- Act as the administrator and subject matter expert for the Council's corporate performance management system, including maintaining system functionality, supporting system developments, creating and managing user access, resolving system issues, establishing new performance datasets and producing management reports.
- Support the development and maintenance of corporate performance dashboards, including extracting and transforming data for reporting and visualisation tools.

- Serve as the primary point of contact for data quality assurance, working with services to identify, investigate and resolve data issues and promote good data management practices across the organisation.
- Ensure that all data handling, reporting and analytical activities comply with the requirements of the Data Protection Act, UK GDPR and the Council's information governance policies and procedures.
- Maintain and update corporate governance and performance information published on the Council's website, including Corporate Risk Registers, performance reporting, Annual Governance Statements and statutory information.
- Coordinate and administer the Assets of Community Value (ACV) process, including receiving and validating nominations, undertaking consultations, preparing documentation, arranging and supporting decision-making meetings, communicating outcomes and issuing formal decision notices in accordance with legislative and policy requirements.
- Provide advice, guidance and support to managers and officers on performance management processes, systems, reporting requirements and best practice in data management and assurance.
- Contribute to the continuous development and improvement of corporate performance, governance, assurance and risk management arrangements to support the achievement of the Council's corporate priorities and service objectives.
- Carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Experience of data management and able to analysis and interpret performance data
- Strong communication skills both verbal and written,
- Experience of delivering to challenging deadlines
- Experience of preparing and presenting accurate and relevant information
- Ability to identify trends and make recommendations to inform decision-making
- Excellent organisational and time management skills
- Able to work as part of a team as well as on own initiative
- Customer and stakeholder focus
- Proficient in Mathematics - GCSE 4 or equivalent

Desirable Criteria

- Experience working in a busy, changing environment where flexibility, teamwork and adaptability
- Experience with using and creating dashboards in Power BI
- A Level in Mathematics field (ie: Maths, Further Maths, Statistics)
- Experience working within the public sector

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly