



Job Description

Post: Performance and Research Officer

Department: Communities

Responsible for: N/A

Grade: 4

Main Job Purpose:

To contribute to the development of “place based” community programmes, building relationships, gathering and using local information to develop an understanding of need, local issues and expectations and to work collaboratively with internal teams.

Support the Head of Service and Managers to manage the development and presentation of performance reports, quarterly Cabinet reports and briefings and benchmarking activities ensuring robust data quality arrangements are in place and reviewed.

The postholder will play a lead role in collating and researching relevant data to monitor the quality and performance of our services and conduct appropriate analysis and evaluation of the data and gather information on Community Grants, Arts & Culture, Leisure and Sport, Community Safety and Wellbeing to provide insight for the Communities management team.

Ensure the development and embedding of a performance culture throughout the communities’ team.

Plan, scope and deliver a range of individual projects in line with the Communities Team key Strategy documents, service plan objectives and performance indicators, to continuously improve service efficiency, outcomes, delivery and performance.

Support and assist the Head of Service to meet objectives identified with the Communities Team key Strategy Documents and Service plan.

Support the handling and analysis of GDPR, Freedom of Information and Complaints

Duties and Responsibilities

- 1.1 Coordinate the delivery of the Communities Service Delivery Plan and performance indicators.

- 1.2 Support the development and maintenance of the performance management system 'pentana' for reporting and data analysis.
- 1.3 Be responsible for the accurate collection, development, analysis and reporting of performance data in conjunction with the Head of Service and Managers
- 1.4 Work closely with key partnerships to support the development of Data Sharing Agreements to make best use of a wide range of data to inform decision making.
- 1.5 Present service performance information (monitoring and identifying trends) against performance indicators through a variety of means e.g. monthly performance management reports, cabinet members updates, ensuring that the Head of Service and Managers are fully appraised of key performance trends and issues and that areas of under-performance can be effectively challenged
- 1.6 Contribute to the development and preparation of key policies, strategies and plans, liaising with internal and external stakeholders, as necessary.
- 1.7 Research emerging legislation and best practice and translate these into operational procedures and guidance as appropriate.
- 1.8 To establish and sustain positive working relationships with internal teams that contribute to the delivery of our key strategy delivery plans.
- 1.9 Take responsibility for improving performance and monitoring grant outcomes, work to deadlines and communicate successes and achievements to stakeholders, including residents, community groups, management teams and councillors.
- 1.10 To adopt to changing responsibilities over time, as the service evolves and reacts to the communities it serves.
- 1.11 Any other duties of a similar nature which may be required.

1. Key Relationships:

- 7.1 Internal teams, Councillors, Communities, Community Groups, Town and Parish Councils

Additional information

- a) Does this job require a DBS check? Yes/**No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes/**No**

- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. Yes/**No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
Educated to NVQ3 level or equivalent plus relevant post qualification experience in specialist area or equivalent knowledge gained through experience.	A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Experience of working within a political environment	A/I
Experience of partnership working and collaboration to meet partnership programme objectives and maintaining positive working relationships with partners	A/I
Experience of working with elected members and senior officer	A/I
Experience of undertaking and completing project related work and general understanding of project management principles	A/I
Experience of developing performance indicators and their purpose	A/I
Understanding of Local Government	A/I
Excellent Microsoft skills	A/I
Able to deliver clear, precise and detailed reports.	A/I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Analytical, literacy and numeracy skills sufficient to research, interpret, compile and write performance reports on the work of the Communities team.	A/I
Excellent communication skills, written, verbal, presentation and negotiation	A/I
Ability to develop and maintain good working relationships with internal and external partners	A/I
Effective consultation, negotiation and influencing skills A high level of interpersonal, influencing and presentation skills, including the ability to summarise complex information and communicate to a range of audiences An understanding of the strategic environment within which local authorities work, and the role of performance monitoring in local government.	A/I

Ability to prioritise and effectively manage demanding workloads and competing demands.	A/I
Able to take responsibility to promote, communicate and support the Councils' values to stakeholders.	A/I
Has a collaborative and flexible attitude and approach that can adapt positively to the challenges of delivering changing priorities.	A/I
An enthusiastic person who can think creatively.	A/I
Willingness and ability to work flexibly to attend meetings and other events.	A/I
Works with independence and initiative.	A/I
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.