**Job Description**

**Main Purpose of Job:**

To proactively lead, monitor, analyse and manage Performance at East Suffolk Services Ltd (ESSL), providing strategic advice and analysis on performance to the Senior Leadership Team (SLT).

Lead the performance management arrangements, support performance improvement and provide advice across the business acting as a Performance Partner to our service providers.

**Key Responsibilities:**

1. To be responsible for the successful delivery of the Performance Strategy Action Plan, developing and maintaining a culture of continuous improvement throughout ESSL
2. Develop and implement performance measurement systems to track individual, team, and organisational goals.
3. Analyse key performance indicators (KPIs) to identify areas for improvement and provide actionable insights.
4. Oversee the implementation of recommended performance improvement initiatives and monitor their effectiveness across the business.
5. Conduct regular performance reviews and assessments to evaluate progress against objectives.
6. Collaborate with Service Managers to identify performance gaps and develop improvement plans.
7. Track and report on, measurable performance objectives that align with the company's strategic goals and business plan
8. Identify training needs across ESSL, based on performance data and coordinate relevant training programs with managers. Providing training and support to service areas on performance related subjects such as understanding data and root cause analysis.
9. Identify professional development opportunities to improve employee performance and competencies.
10. Conduct regular feedback sessions and performance evaluations to provide constructive feedback and recognition.
11. Document and maintain accurate records of performance assessments and discussions.
12. Collect, analyse, and present performance data in reports and presentations for SLT and external review.
13. Use data-driven insights to make recommendations for enhancing performance.
14. Oversee performance management software systems to streamline the evaluation process.
15. Lead teams focused on performance and improvement and provide strategic advice and support to SLT.
16. Manage and develop the team, through regular 1-1s, PDRs and development providing opportunities for delegation and ensuring team well-being.
17. Promote new innovative ways of working and facilitate change by ensuring buy-in and support at all levels of the service.
18. Actively manage relationships with key stakeholders including the East Suffolk Council, external contract relationships and SLT as well as external stakeholders.
19. Act as part of the Extended Leadership Team within East Suffolk Services Ltd.
20. Enhance the reputation of East Suffolk Services Ltd and showcase our good practice through awards development and representing the Company at external meetings and events.
21. To promote and adhere to the Company’s values and behaviours.

**Line Manager:** Assistant Director – Performance and Innovation

**Responsible for:** Performance Analyst and Performance Support Officer

**Political Restriction:** No. This post is politically restricted under the Local Government and Housing Act 1989 and postholders are prohibited from seeking public election, holding political office, writing, or speaking publicly on matters of political controversy.

Note: This is a description of the job as it is constituted at (**September 2025**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Considerable experience of working with senior leadership teams to provide advice, analysis, and support on the development of medium- and long-term strategy. * A demonstrable understanding of ESSL’s commitment to East Suffolk Council and it’s communities. * Considerable experience of leading a diverse team of customer, performance and change roles. * Demonstratable experience of developing operational plans such as service plans that contribute to the delivery of the Business Plan. * Experience of leading service reviews to deliver transformation and innovation. * Evidence of working in a role to develop better service provision based on the principles of continual improvement. * A sound working knowledge of Microsoft Office systems | * Management experience of teams who are not co-located. * Training experience or qualification. |
| **Skills and Abilities:** | * Team management and leadership – allocating work, reviewing performance, able to enthuse and motivate others. * Good interpersonal skills – able to work successfully with a range of contacts. * Commercial mindset. * Ability to gain a deeper understanding of specialist subjects as required by the role. * Ability to understand, interpret and present information from a variety of sources and use them to identify areas for improvement. * Very highly developed astute influencing, negotiating and persuasive skills to convince others to adopt policies and courses of action they might not otherwise wish to take. * Ability to provide advice and guidance on complex and highly contentious matters reputations are established. * Ability to initiate, foster and enhance influential and productive working relationships. * Ability to lead a team, manage performance, and develop staff setting clear direction and vision in an inspiring way. * High degree of ability to produce clear, easily understood, logical and grammatically correct briefing and other written communications. | * Presentation of reports to various audiences (committees, boards etc.) and ability to explain complex subjects. |
| **Education and Training** | * Level 4 Business or Management Qualification or equivalent or experience in this area. * Evidence of the practical application of continuing professional development. * Demonstrable experience in the areas covered within the Job Description. | * Level 6 Change Management Qualification. |
| **Other Requirements** | * Ability to travel to attend business meetings at other offices/locations within the district on a regular basis. * Necessary to work within data protection and confidentiality requirements. * A commitment to own development and to supporting training and development initiatives. * Flexible and willing to work outside of normal working hours. |  |