

<b>Title</b>	<b>Department</b>	<b>Post Ref.</b>
<p><b>Performance Business Partner</b></p> <p><b>Job Purpose</b></p> <p>To support the strategic management of the council through the effective delivery of the Strategic Management Framework including the council's performance, corporate policy, data, information and research functions. Interpret and analyse the performance of services within a wider policy, benchmarking and intelligence context. Support managers to plan and commission service delivery and mitigate for key pressures and risks.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. To interpret, analyse, report and make recommendations based on service performance information and wider intelligence to enable managers to make evidence-based decisions to improve service delivery, cost effectiveness, efficiency, quality and to mitigate service and performance risks.</li> <li>2. To provide advice and analysis to managers on performance management and development</li> <li>3. Responsible for interpreting quantitative and qualitative performance information and wider intelligence including best practice, national and local research, statistical, benchmarking and policy information to inform service planning and the management of performance risks.</li> <li>4. Support Team and Group Managers undertaking service, improvement and transformation planning, the reporting of performance and managing performance risks</li> <li>5. Identify and advise Team and Group Managers of business needs for data, changes to databases, systems and reporting arising from contracts, service level agreements, process re-engineering, service redesign and transformation projects</li> <li>6. Quality assurance of the accuracy of data and contribute to the preparation of analysis of service pressures, cost benefit analysis and transformation proposals</li> </ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"> <li>1. To maintain an up to date knowledge of both individual service and council wide priorities and drivers and contribute to continuous improvement and cost effectiveness of the service</li> <li>2. To develop and maintain a detailed knowledge of the services supported including awareness of pertinent legislation, Technical Standards and best practice relevant to the services offered</li> <li>3. For supporting the development of a performance management culture, practices and processes which result in and focus on service improvements aligned with the priorities and outcomes of the council as determined by the council's Strategic, Delivery and service commissioning plans</li> <li>4. For supporting the training and development of staff in the areas of performance management, strategic and service planning, policy development and information systems</li> <li>5. Provide specialist and detailed knowledge of data and information management policies and procedures</li> <li>6. Accountable for contributing to and supporting the operation of the Strategic Management Framework across the council in particular a single approach to data, intelligence, performance, benchmarking, planning, strategy, risk, &amp; analysis.</li> </ol>	

<p>7. Provide professional advice and support to managers across the County Council and maintain relationships with other local authorities and national bodies</p> <p>8. Work with existing and develop new systems of compiling, storing and sharing information and support the submission of data to meet statutory requirements and agreed data sharing</p> <p>9. To provide support for internal / external inspections, audits and sector led improvement initiatives</p> <p>10. To monitor performance against business and service plans and promote continuous improvement within services</p> <p>11. Contribute to the development, establishment, promotion and maintenance of the County Council's Strategic Management Framework</p> <p>12. Contribute to specific projects within the strategic management, policy and transformation frameworks</p>	<p>7. Accountable for contributing to an intelligence and benchmarking hub for the council and key partnerships that</p> <ul style="list-style-type: none"> <li>enables a focus on outcomes, improvement, demand, effective use of resources and robust performance management of risks</li> <li>co-ordinates the council's data, data management, data warehousing, analysis and statutory/mandatory reporting</li> </ul> <p>8. Manage, develop and deliver high quality information systems making use of existing and new technology</p>
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

## ***Person Specification***

<b><i>Education and Knowledge</i></b>	<b><i>Personal skills and general competencies</i></b>
<ol style="list-style-type: none"> <li>1. Good all round education to degree level or equivalent.</li> <li>2. Evidence of continual professional development/relevant postgraduate qualification.</li> <li>3. Highly developed skills in the use of Microsoft Office software, particularly excel for an analytical work and experience of Power BI for office.</li> <li>4. Knowledge of business improvement techniques and PRINCE2 approach to project management</li> <li>5. Knowledge and understanding of national performance frameworks for Local Authorities, services and relevant partnerships</li> </ol>	<ol style="list-style-type: none"> <li>6. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</li> <li>7. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li> <li>8. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available</li> <li>9. Ability to meet agreed objectives and delivery targets by the effective use of resources.</li> </ol>
<b><i>Experience</i></b> <ol style="list-style-type: none"> <li>11. Excellent understanding of performance management, analysis and organisational development and demonstrable experience of practical application</li> <li>12. Understanding and experience of performance management and analysis of one or more of the following: projects, contracts, process re-engineering, alternative delivery.</li> <li>13. Proven ability to communicate clearly and persuasively both orally and in writing to a wide range of different individuals and groups</li> <li>14. Experience of working with a range of senior managers and members across a large organisation</li> <li>15. Ability to set priorities and make decisions independently</li> <li>16. Experience of working in a political environment and an understanding of political structures, processes and priorities</li> <li>17. Excellent skills in the use of key computer software products such as word processing, numerical management, presentation and internet tools</li> <li>18. A good understanding of the range and uses of analytical and presentational software including microsoft sharepoint</li> </ol>	<ol style="list-style-type: none"> <li>10. Ability to produce, analyse and interpret both qualitative and quantitative data from a range of sources and draw conclusions.</li> </ol>

19. Awareness and some experience of data reporting tools such as microsoft SSRS and SAP business objects	
<p><b><i>Role Dimensions</i></b></p> <p>20. Support performance analysis across a number of departments and to the senior managers.</p> <p>21. Support the co-ordination of service planning processes for all departments.</p> <p>22. Support the activity of performance business partners working with services to provide departmental and strategic assessments of performance, risk, demand and challenges</p> <p>23. Key elements of the role are to support the collection, assurance, submission and response to the Council's statutory returns to the Government, Department of Health, CIPFA and other external agencies</p> <p>24. Quality assure the interpretation of Government statutory data and reporting requirements on behalf of the Council</p> <p>25. Delivery of cross council and service specific projects and workstreams</p> <p>26. This role has no line management responsibility but will be required to influence staff across the council and in partner organisations and to co-ordinate multi-disciplined cross team activity to deliver required outcomes</p> <p><i>Please attach a structure chart</i></p>	

Date

Tier 7 – Experienced / Professional Staff