

**JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Director Area:</b> Resources	<b>Job Ref Number:</b> 01814
<b>Service Area:</b> Corporate Performance	<b>Grade:</b> G6
<b>Job Title:</b> Performance Support Officer – Level 2	

**PURPOSE OF JOB:**

Contribute to the delivery of outcomes for commissioning strategies in line with the Commissioning for Lincolnshire approach. Assist, as appropriate, with:

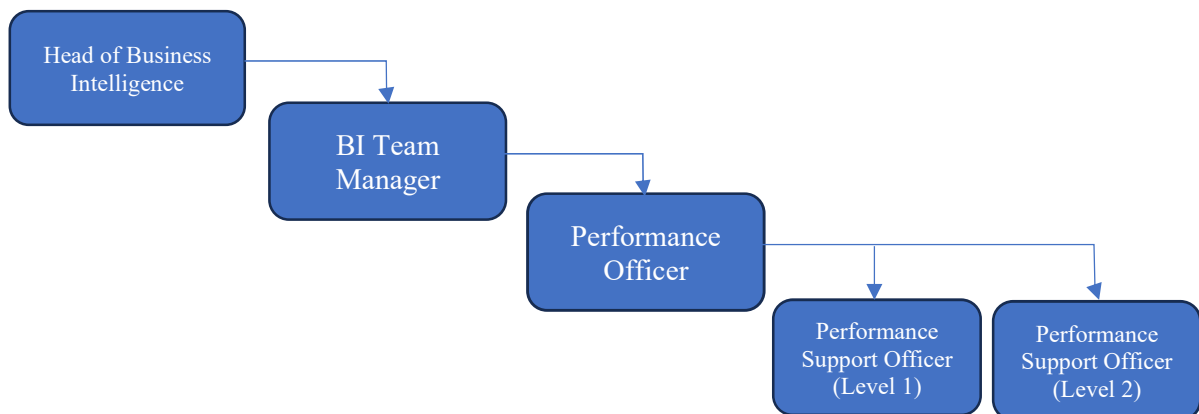
- Supporting the work of the Council's Commissioning Teams by taking a lead role in managing a key set of projects/tasks identified by the Performance Officer and in line with the identified work plan.
- Embedding new ways of thinking and working.
- Developing and maintaining strong, positive working relationships across service areas, with providers and partners.

To provide day-to-day advice and guidance to the commissioning team(s) and/or work within own area of responsibility.

Assist with the delivery of a consistent strategic commissioning approach across the Council.

Continuously look for synergies and efficiency savings across the strategic commissioning areas.

**STRUCTURE CHART:**



**MAIN DUTIES:**

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| 1. | <p>To lead on the planning, implementation, analysis and monitoring of a range of tasks associated with performance reporting. This may include:</p> <ul style="list-style-type: none"> <li>• The collection, collation and storage of information.</li> <li>• The production and interpretation of performance indicators.</li> <li>• Undertaking data analysis.</li> </ul> |
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	<ul style="list-style-type: none"> <li>• Information research.</li> <li>• The production of high quality reports and returns.</li> <li>• The development and adoption of appropriate quality standards.</li> </ul>
2.	<p>To actively seek ways of improving the overall service provided by the Corporate Performance Team by:</p> <ul style="list-style-type: none"> <li>• Evaluating and implementing new ways of working in relation to systems and service delivery.</li> <li>• Identifying and disseminating information relating to innovation and the delivery of best practice.</li> <li>• Developing systems to support and enhance performance management and quality assurance across a range of services.</li> </ul>
3.	<p>Provide professional advice and training to colleagues on appropriate and relevant issues relating to information and performance management policy, planning and implementation, self-assessment and quality assurance.</p>
4.	<p>To manage and oversee the work of Business Support staff co-located in the Corporate Performance Team.</p>
5.	<p>To undertake quality assurance of the work of colleagues within the Corporate Performance Team to assure, the accuracy of data being reported by the teams at all levels across the Council</p>
6.	<ul style="list-style-type: none"> <li>• Providing day-to-day support as appropriate to deliver the agreed priorities within commissioning strategies, working collaboratively with providers (including statutory and non-statutory partners).</li> <li>• Provide expert advice and guidance as appropriate for own area of expertise.</li> <li>• Deliver a personal portfolio of projects and/or specific work.</li> <li>• Coach/mentor teams/colleagues to embed new ways of thinking and working.</li> <li>• Support effective performance review arrangements to manage service delivery/contracts.</li> <li>• Support, the monitoring of service delivery against expected outcomes in order to proactively manage performance.</li> <li>• Demonstration of the Council's Core Abilities (at the relevant level) <ul style="list-style-type: none"> <li>o Personal Leadership.</li> <li>o Being Future Focused.</li> <li>o Political and Commercial Astuteness.</li> <li>o Supporting a High Performing and Flexible Workforce.</li> <li>o Drive for Results.</li> </ul> </li> </ul>
7.	<p>Contribute to the stimulation and engagement of the market from an operational aspect, building and maintaining strong, positive working relationships with service users, stakeholders, partners, providers and potential providers.</p>
8.	<p>Work with partners to ensure a robust approach to analysis and forecasting of population needs and balancing service delivery in terms of volume, cost and funding.</p>
9.	<p>Support the review of the current use of resources and commissioning plans.</p>
10.	<p>Support with the implementation of service strategies and delivery plans to meet the Council's targets and objectives.</p>

11.	Look to continuously improve services in area of responsibility, identifying where possible, additional value for money savings.
12.	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
13.	Ensure Council resources are optimised and utilised effectively and Efficiently.
14.	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff where appropriate to achieve performance excellence.
15.	As an employee, create a positive image of the County Council.
16.	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
17.	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
18.	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.

**PERSON SPECIFICATION:**

Requirements	Where identified*	Essential	Desirable
A relevant BTEC Higher National Certificate/Diploma or equivalent qualification awarded by a recognised institution of Higher Education or professional body or three year's experience in a similar field of work.	A/I	x	
The ability to demonstrate a track record of project management, including the production of project plans, quality assurance of deliverables and the oversight of project staff and resources.	A/I	x	
An advanced knowledge and level of skills in a range of IT packages within a Windows environment, including Microsoft Access, Excel and Word. An advanced user of business intelligence tools for reporting design, creation and publication of performance information. Must be familiar with Internet technology and the ability to transfer existing IT knowledge and skills to unfamiliar software packages.	A/T/I	x	
A good working knowledge of performance information and performance principles in order to produce analytical summaries to facilitate service improvement.	A/I	x	
The post holder must possess excellent interpersonal skills with the ability to communicate effectively both orally and in writing to service users, colleagues and other professionals.	A/I	x	

Must have a sound knowledge and understanding of data protection and Freedom of Information principles.	A/I	x	
The specific knowledge, skills and abilities required vary depending on the needs of the role. Specific posts may necessitate advanced specialist knowledge and skills. Post holders should be comfortable working with ambiguity and uncertainty.	A/I	x	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.