

Job Description & Person Specification

Post Title:	Performance and Information Service Manager
Service Area:	Performance and Information
Reports to:	Corporate Services Manager
Scale:	7

Overall Purpose of Job

To lead the delivery and continued future development and transformation of:

- Performance
- Information Governance
- System Administration

	Key Roles, Tasks and Responsibilities
1.	To develop, lead and co-ordinate with Service and Senior management a corporate Performance Development Framework linking the Corporate Planning Process with Service Planning, Budget setting and Appraisals.
2.	To generate a culture of continuous improvement throughout the Council and provide advice and guidance in relation to setting targets and performance measures.
3.	To act as the Data Protection Officer and ensure the delivery of a comprehensive information governance service.
4.	To lead on the development of action plans to address the Council's performance and improvement.
5.	To lead the system changes and administration in relation to key information and process driven software used to support council services.
6.	Work with partners to ensure smooth transition of information and data contained on software solutions in the delivery of key partnership priorities including building Control.
7.	Ensure through the effective collection, analysis and dissemination of key performance and other data sets that the Council and strategic partners respond to financial, community and customer need efficiently and effectively.
5.	To be responsible for developing and embedding data quality and retention strategies which are compatible with the Data Protection legislation across the Council.

Post Characteristics	
Qualifications, essential experience	See Person Specification
Allowances	One professional subscription per year
On call/emergency situations	N
Politically restricted posts	N
Checks (DBS/Baseline security check)	

	Health and Safety Responsibilities
	<p>Health and Safety responsibility is inherent in the managerial role and the responsibilities for health and safety are no different from the requirements of other management activities.</p> <p>To be familiar with and at all times comply with corporate and local health and safety policies and procedures as amended or added to from time to time by fully implementing the Council's health and safety quality management system within your operations.</p> <p>To ensure that robust, effective safe working arrangements and procedures, including lone worker, are documented and in place and adhered to by staff at all times.</p>

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	<p>To ensure accidents, incidents, dangerous occurrences and near misses involving persons (Council employees or otherwise) on Council property are properly recorded, investigated and reported.</p> <p>To identify and report health and safety training needs of employees.</p> <p>To ensure that arrangements are in place to ensure the safety of your staff and visitors in the event of an emergency evacuation, particularly those of your staff or visitors who may require special assistance.</p>
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	Emergency Planning/Response Responsibilities
	To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity Plans and other associated documents

Job Description Details	
Reviewed by:	Corporate Services Group Manager
Latest Version Date:	June 2022
Job Evaluation Date/Ref:	June 2022 A2028

PERSON SPECIFICATION

Job Title: Performance & Information Service Manager

Department: Corporate Services

Service Area: Performance & Information

Date completed: June 2022

Completed by: Corporate Services Manager

Skills	Essential	Desirable	*Measure
Knowledge			
Professional knowledge of the relevant procedures or practices in order to do this job	E		3,4,5
Detailed understanding of the political, theoretical and practical issues relating to Performance Management	E		3,4
Detailed understanding of the underlying concepts and principles within: <ul style="list-style-type: none"> • Data Quality • Data Protection • Information Governance • System Administration 	E		1,2,3,4
Qualifications			
Professional qualification and/or extended formal training or relevant experience at a senior level within a similar organisation	E		3,5
Project Management Qualification		D	3,5
Leadership/Management Qualification		D	3,5
Evidence of Continued Professional Development (CPD)	E		3,4,5

Mental Skills			
The ability to problem-solve complex queries using creative ideas/skills	E		3,4
Analytical skills sufficient to interpret a variety of complex information	E		3,4
To be able to develop strategies or solutions for future implementation	E		3,4
Project Management Skills sufficient to lead on corporate projects	E		3,4
Interpersonal & Communication Skills			
To be able to motivate and/or train other members of staff	E		3,4,
Strong Leadership Skills	E		3,4
Developed level of advisory, guiding, negotiating and/or persuasive skills	E		3,4
To be able to support colleagues to make informed decisions and choices		D	3,4
Physical Skills			
Good ICT skills (sufficient enough to use full Microsoft Office Suite)	E		3,4
Excellent Report writing skills	E		1,2,3,4
Initiative & Independence			
Be able to interpret policies and procedures	E		3,4
Be able to respond positively to change and actively seek out transformational opportunities	E		3,4
Mental Demands			
Concentrated attention to detail	E		3,4
The ability to work under pressure and at times with conflicting demands	E		1,2,3,4,

Responsibility for People Well being			
To support the development of Organisation's policies, procedures or practices	E		3,4
To provide advice and guidance on both established internal policy and external regulations and/or statutory requirements	E		3,4
Responsibility for Supervision			
Line Management responsibility (i.e. Monitoring workloads, planning ahead for predictable events, managing leave, motivation, development, recruitment, retention, performance management and objectives for team members)	E		3,4
Responsibility for Financial Resources			
Experience of setting and managing budgets		D	3,4

1. Test prior shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence