

**London Borough of Lambeth****Job Description**

<b>Job title:</b>	<b>Corporate Performance Manager</b>
<b>Grade:</b>	<b>PO5</b>
<b>Division:</b>	<b>Performance &amp; Business Improvement</b>
<b>Reports to:</b>	<b>Corporate Performance Lead</b>
<b>Responsible for:</b>	<b>Up to 5 staff</b>

**Main purpose of the post:**

Lead the development of the corporate reporting framework and corporate reporting for the council. Help embed an organisation-wide performance management culture by delivering a holistic view of performance against strategic outcomes, business plans and service level priorities. Initiate and manage the delivery of cross-cutting service improvement programmes.

**Responsibilities:**

1. Collaborate with service directorates, leaders and members to define Key Performance Indicators (KPIs) and outcomes which align with corporate priorities. Coach and advise service directorates on good practice.
2. Have an in-depth understanding of the factors that drive, impact or affect performance in Lambeth and the wider London and national context.
3. Proactively build relationships and be able to work flexibly with a range of stakeholders across the council and externally. Ensure awareness across the business of the service and level of support on offer from the team.
4. Manage and develop the functionality of the corporate performance management system and supporting processes. Embed the use of the system across the organisation.
5. Develop the corporate performance framework, engaging with Strategy & Communications to define corporate outcomes and priorities.
6. Develop and oversee regular corporate reporting to support governance structures, and for senior leader and member decision making. Capture feedback and improve reporting products to present information in a meaningful way.
7. Develop innovative corporate performance dashboards which provide senior leadership and Members live access to performance information on key priorities.

8. Lead in corporate reporting that reflects progress against corporate priorities and delivering on outcomes for residents.
9. Act as a critical friend to the organisation, challenge areas of poor performance and utilising data to highlight areas where there is scope for improvement.
10. Lead and present regular and ad hoc data analysis to identify trends and patterns to inform decision making. Utilise benchmarking data to assist with the appraisal of operational performance.
11. Identify opportunities for corporate and service improvement based on underperforming KPIs and establish Cross-Directorate Task and Finish Groups. Lead, facilitate and support the running of these groups and prepare reports on progress.
12. Proactively engage with leaders and members outside the reporting cycle to ensure they are aware of current performance data and trends.
13. Manage and support the professional development of Corporate Performance Officers.
14. To work with external suppliers and contractors to ensure the team and authority can achieve value for money and positively impact on outcomes.
15. To ensure that all actions comply with the Council's policies on diversity and equal opportunities and health and safety.
16. To take personal responsibility for the good use of the council's resources appropriate to the job level and work area.
17. Deputise for the Corporate Performance Lead when requested.
18. To take responsibility, relevant to the post, for ensuring that Council policies, statutes and government legislation is upheld.
19. To undertake other duties which might be reasonably requested from time to time.

## Person Specification

### Job title: Corporate Performance Manager

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" ✓ on the person specification when you complete the application form.</p>		<b>Short listing Criteria</b>	
<i>Education</i>		<p>Educated to degree level and / or a relevant professional qualification</p> <p>Evidence of continued professional development</p>	
<i>Key Knowledge</i>	<p><b>K1</b></p> <p><b>K2</b></p> <p><b>K3</b></p>	<p>Detailed knowledge of current issues affecting local authorities</p> <p>Detailed knowledge of performance management and service improvement methodology</p> <p>An understanding of, and practical experience with data analysis and visualisation tools, e.g. Power BI that support the presentation of performance data and information</p>	<p>A ✓</p>
<i>Relevant Experience</i>	<p><b>E1</b></p> <p><b>E2</b></p> <p><b>E3</b></p> <p><b>E4</b></p>	<p>Track record of building relationships and working in partnership with a wide range of stakeholders, including those at a senior level and in other organisations</p> <p>Experience of working in a complex and political environment</p> <p>Experience of working in multidisciplinary teams where influence, negotiation and persuasion are needed to achieve successful outcomes</p> <p>Experience of supporting and delivering projects and programmes, including workshop and meeting facilitation</p>	<p>A ✓</p> <p>A ✓</p>

	<b>E5</b>  <b>E6</b>	Line management experience  Extensive experience of undertaking and presenting analysis and devising clear and high quality performance dashboards	A ✓
<b>Core Behaviours</b>		<b>Focuses on People</b>  Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people. <ul style="list-style-type: none"> <li>• Ensuring anyone who calls me receives the best response that can be given even if it is not my area of work</li> <li>• Being approachable and positive for my area of work and other services</li> <li>• Showing empathy to help people inside the council as well as outside</li> </ul>	
		<b>Takes Ownership</b>  Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. <ul style="list-style-type: none"> <li>• Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it</li> <li>• Actively engaging in one-to-ones, appraisal process and team meetings</li> <li>• Take opportunities to learn new skills and develop ourselves</li> </ul>	
		<b>Works Collaboratively</b>  Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results. <ul style="list-style-type: none"> <li>• Finding out what other colleagues do and working closely with them</li> <li>• Networking with other teams to seek out mutually beneficial ways of working</li> <li>• Being a good team player and stepping in to assist manager or colleagues during absences</li> </ul>	

		<p><b>Communicates Effectively</b></p> <p>Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> <li>• Listening for information from my manager and the council that can impact on your work</li> <li>• Sharing and passing vital and new information and reflecting back understanding</li> <li>• Targeting the message to the audience, ensuring that everyone can access the information.</li> </ul>	
		<p><b>Focuses on Results</b></p> <p>Is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better</p> <ul style="list-style-type: none"> <li>• Working with my manager to develop my skills and knowledge</li> <li>• Looking for opportunities to move forward</li> <li>• Getting my work done to the best of my ability with the resources and finances we have.</li> </ul>	