

Job Description

Job Title: Governance and Performance Officer

POSCODE: CCC2667

Grade: SO2

Overall purpose of the job

Reporting to the Governance and Performance Manager the Governance and Performance Officer will play an important role in supporting the development, review, monitoring and reporting of our performance, focusing on our Council-wide KPIs and our corporate, strategic KPIs. This role will also have a contributing role in effective management and governance across the entire portfolio of programmes and projects in the corporate Performance team.

Working with the services this role will help to ensure that the Governance and Performance team are able to provide updates and reports which support management in identifying areas of excellence and areas for improvements. The role will also support the smooth running of portfolio-wide board and gating meetings, the identification, reporting and escalation of risks and issues that require consideration at this level and an overview of all programme/project resourcing to provide early warning of resource constraints.

It is important for the post-holder to have strong interpersonal and team working skills and to be able to work sensitively and effectively across organisational boundaries.

Main accountabilities

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1.	Performance Support <ul style="list-style-type: none"> Support the Governance and Performance team to ensure that effective systems and processes are in place to support measuring the performance of Council services. Support the production of regular performance reports to key groups across the Council – management team meetings, Directorate and Corporate leadership team meetings, Council committees. Support the analysis and interpretation of performance and benchmarking information across service areas to help drive improvements. Assist with the development and embedding of consistent, efficient, and effective processes for managing and reporting on performance indicators, on progress, slippages, forecast delivery dates and targets in relation to Directorate/Service plans. Assist with the maintenance of service catalogues so that information about corporate performance, and performance indicators, are held within this recording system.
2.	Governance Support <ul style="list-style-type: none"> Support the Governance and Performance team and the wider service to ensure effective Governance across the portfolio of programmes/ projects. Work with Governance Officers in other programme delivery teams across the council (ITDS, Major Infrastructure, Facilities etc.) to collate an overview, using POWA, of all major programmes council-wide for consideration by the Corporate Leadership team and for reporting to Service committees and Strategy & Resources. Facilitating the adherence to the Governance processes and procedures and the embedding of consistent, efficient and effective processes for managing and reporting across the portfolio. Working closely with the Project Officers in the Programme team to track Project work to ensure that objectives, agreed milestones and gateways are delivered to a high quality and against

	<p>agreed budgets, escalating risks, issues, slippages, resource pressures and pressures on delivery dates, targets and budgets that require consideration at a portfolio level.</p> <ul style="list-style-type: none"> • Working with the Project Officers to maintain reports for management meetings and to co-ordinate the production of all this documentation in Project Online (POWA). • Prepare and update communications on progress across the portfolio for senior leads, colleagues and stakeholders. <p>Together with the Project Officers develop, maintain and coordinate knowledge management systems covering the preparation, control and recording of programme/project documents, including programme/project closure and lessons learned documentation.</p>
3.	<p>Supporting Management Activities</p> <ul style="list-style-type: none"> • Provide support to service leads regarding reports, queries, and general updates relating to corporate reporting on performance and KPIs • Support the Senior Governance and Performance Officer and Service leads to ensure plans, strategies and indicators are reviewed and updated in a quality and timely manner • Provide input to the management of risks and issues based on information and feedback obtained during the performance monitoring process. • Negotiate tactfully and robustly with senior officers and individuals to support effective management of the portfolio. • Plan for and commission agenda items that allow the portfolio governance groups to make the most effective use of their time, ensuring resolution of problems at the appropriate level. • Ensure that actions are captured, commissioned and logged (including monitoring delivery) from meetings and chase where actions are not completed. • Support colleagues within the wider service with advice, guidance and information on effective performance management indicators and benefits for monitoring. • Provide feedback and input to identify areas for improvement such as areas where KPIs are not met, or challenges in service areas fed back through the reporting process. • Continually design and review relevant protocols, processes and materials used drawing on best practice and advising on improvement.
4.	<p>Finance and Budgets</p> <ul style="list-style-type: none"> • Monitor budgets with the Senior Governance and Performance Officer, liaising with Finance colleagues to ensure that expenditures are accurate and are authorised. • Ensure that any discrepancies, delays or changes in departmental KPIs which will have a financial impact are highlighted as part of the monitoring process.
5.	<p>Risk Management</p> <ul style="list-style-type: none"> • Support and maintain the reporting of potential service risks identified through the performance reporting process. • Monitor any mitigating activities to ensure these are proactively assessed and progressed in a prioritised manner.
6.	<p>Other Duties</p> <ul style="list-style-type: none"> • Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level, NVQ Level 4 (or equivalent experience) in any subject.		Essential
Project management qualification or equivalent experience in Performance Management, Project Management or Business Analysis.		Desirable

Minimum levels of knowledge, skills and experience required for this job

Knowledge	Essential/ Desirable
Financial/Budget Management <ul style="list-style-type: none"> Functional understanding of principles and processes. 	Essential
Performance Management <ul style="list-style-type: none"> Good understanding of disciplines and processes. 	Essential
Governance Management <ul style="list-style-type: none"> Understanding of Council governance processes and procedures. Good understanding of implementing or supporting governance arrangements such as Executive Boards, Project Boards, and/or Councillor committees, etc. 	Desirable Essential
IT Proficiency <ul style="list-style-type: none"> Full proficiency including Windows, Office and MS Excel with an ability to quickly grasp other systems. 	Essential
Skills	
<ul style="list-style-type: none"> Ability to interpret and explain complex issues to a wide range of audiences, presenting complex data sets in a clear and meaningful way and skilled at writing and supporting the preparation of papers such as committee papers. 	Essential
<ul style="list-style-type: none"> Excellent organisational and time management skills, with ability to self-direct and work under own initiative. 	Essential
<ul style="list-style-type: none"> Ability to approach problem solving in an adaptable and insightful way to provide innovative and beneficial solutions. 	Essential
<ul style="list-style-type: none"> Excellent set of inter-personal and communication skills – able to communicate with and influence a range of different stakeholders. 	Essential
<ul style="list-style-type: none"> Ability to negotiate with key partners and businesses to build collaborative solutions that recognise the diverse needs of our communities; Confidence to follow up on actions, chase submissions, etc. 	Essential

<ul style="list-style-type: none"> Ability to build support for new, and sometimes unpopular, ideas and processes. 	Essential
<ul style="list-style-type: none"> Ability to be proactive and take a systematic approach in the organisation of work. 	Essential
<ul style="list-style-type: none"> Ability to challenge where necessary with a wide range of stakeholders using good networking and influencing skills. 	Essential
Experience	
Working collaboratively with, and influencing others <ul style="list-style-type: none"> Good practical experience. 	Essential
Preparing clear reports and notes <ul style="list-style-type: none"> Good practical experience, including researching and authoring reports based on relevant data/information. 	Essential
Working within a Project/Programme Management Office Environment <ul style="list-style-type: none"> Good practice experience of contributing to project and/or programme management. This includes project planning, the identification and management of risks and issues. 	Essential
Risk and Issue Management and Performance Reporting <ul style="list-style-type: none"> Good practical experience of monitoring and reporting on risks, issues and performance. 	Essential
Working in a Local Authority Environment/with local Councillors <ul style="list-style-type: none"> Experience of working in this environment. 	Desirable
Administration in an office environment <ul style="list-style-type: none"> Practical Experience. 	Essential
Equal Opportunities <ul style="list-style-type: none"> To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. 	Essential
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.

Disclosure level

What disclosure level is required for this post?	None	

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
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