

**PERSON SPECIFICATION**

**PERFORMANCE AND IMPROVEMENT OFFICER**

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|  | **Essential** | **Desirable** | **How this will be measured** |
| **Qualifications required** | 5 GCSE's (grade A - C) or equivalent standard including studies in English Language and Maths. | Sound understanding of local government and its political environment  Experience in a range of electronic applications including the Microsoft Office suite such as Word, Excel and PowerPoint. | Analysis of the application form and formal interview |
| **Experience required** | Experience in a corporate governance support role including research, analysis and interpretation of complex information.  Experience in report writing and Policy development, tailored to suit the needs of a broad range of recipients equivalent to local authority senior management, elected members and/or the general public  Experience in the supply, storage and maintenance of sensitive corporate information, in electronic and other formats.  Experience in monitoring and implementing legislative changes  Scheduling experience, both autonomously and in a network environment. | Local authority service delivery experience  Experience in developing integrated service planning processes  Project management skills  Partnership working  Experience in the development of performance and risk management processes and frameworks  Experience of procurement and purchasing activities  Familiarity with web editing and ability to write content suitable for publication | Analysis of the application form and formal interview |
| **Personal qualities and skills** | **COMMUNICATION**  A high standard of written, oral and presentational communication skills  The ability to use interpersonal skills to communicate and interact effectively with others; sharing information and ideas tailored to meet the individual needs of the recipient.  The ability to persuade, advise, negotiate with and motivate others to accept new and changing strategies and processes in order to achieve business and organisational goals  **DECISION MAKING AND PROBLEM SOLVING**  The ability to identify problems, analyse / research information and use judgement to reach informed decisions or help others to do so.  **PLANNING AND ORGANISING**  Excellent time management with the ability to prioritise activities to achieve deadlines, both autonomously and in a shared environment.  The ability to plan, develop and implement short and longer term plans which will meet and deliver strategic objectives  **CUSTOMER FOCUS**  The ability to put customers first, both internal and external to deliver the services that people want.  **WORKING COLLABORATIVELY**  The ability to develop excellent working relationships with colleagues, senior officers, elected members , service users and other external partners  **PERSONAL EFFECTIVENESS**  The ability to work with others in accordance with the Council’s internal values and to take responsibility for your own actions and behaviour  The ability to work on own initiative and to be committed to continuous improvement. | **TRAINING SKILLS**  The ability to train and motivate individuals and teams at all levels of seniority  **STRATEGIC THINKING**  The ability to link strategic and operational performance and business activities to corporate objectives  **DECISION MAKING AND PROBLEM SOLVING**  Awareness and knowledge of current performance and risk management best practice.  The ability to engage senior management in the risk management process, to identify critical risks not previously recognised, adopt mitigating actions and monitor on a continuous basis  **LEADING AND MANAGING OTHERS**  The ability to challenge existing practices in a tactful and diplomatic manner and promote continuous improvement  **INNOVATION AND CHANGE**  The ability to actively work towards improving performance by challenging the status quo and seeking better ways of working.  The ability to creatively produce ideas to develop innovative solutions to performance issues. | Analysis of the application form and formal interview |
| **Other requirements** | The flexibility to meet the changing demands of this dynamic role with enthusiasm, which may include providing support to other departments and additional training. | Able to attend meetings and/or training. | Analysis of the application form and formal interview |

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=imgres&cd=&cad=rja&uact=8&ved=0ahUKEwixhrPi8b7RAhVTnRQKHTzyCS4QjRwIBw&url=http://hwchamber.co.uk/About-Us/Accreditations&psig=AFQjCNG5gzrASgkm5nQ3VOdnWO5q3zPEsA&ust=1484388833240454)