



## **Service Manager (Performance Management) Grade M**

**Group:** Resources and Digital

**Location:** Civic Centre

**Service:** Commercialisation and Improvement

**Line Manager:** Service Director

**Car User Status:**

### **Job Purpose:**

To review and improve performance management across the Council and to drive a performance culture across the Council developing an approach of performance measurement, intelligence and analysis to inform policy and resource decisions.

### **The key roles of this post will include:**

1. Design and review a new performance management framework for the Council which measures the successful delivery of Thrive priorities and outcomes and the impact of resources and investment in delivering those priorities
2. Working with the Commercialisation and Improvement Senior Management Team, use performance management as a tool to inform investment in priorities and recommissioning of Council services
3. Implement the corporate performance framework on behalf of the Chief Executive and Corporate Management Team
4. Advising and shaping the Council's approach to national policy and resource decisions
5. Providing advice and support to the Leader, Cabinet Members, Overview and Scrutiny Committees and Councillors
6. Work with external partners, including other local authorities and public bodies, the voluntary and community sector and the private sector to achieve the delivery of Thrive priorities
7. Develop a Communications plan for the Council in relation to performance management and the impact of resource deployment
8. Working with the Service Director, support CMT in the preparation and implementation of external inspections (eg Ofsted; CQC)
9. Manage and develop employees across a range of disciplines, through the setting and monitoring of performance targets and standards, encouraging personal development, providing support and taking action as necessary in order to develop an effective and efficient business unit.
10. Develop the Council's approach to public sector improvement and design and corporately support a new framework for self assessment and improvement
11. Such other responsibilities allocated which are appropriate to the grade of this post.

## Essential

### Knowledge of:

- Impending and current legislation and policy context affecting local government and other public sector organisations.
- *Interpretation of information, trends and evidence to develop policy and strategy*
- *Corporate Performance Management Framework*

### Qualifications:

- Relevant degree/professional qualification or equivalent experience

### Experience of:

- Working in the public sector or an equivalent organisation at a senior level.
- Managing people in a supervisory or management role
- Developing, implementing and reviewing policy and strategy.
- Proven ability to lead on own initiative and deliver change.
- Project Planning
- Managing complex issues and finding resolutions
- Managing budgets, preferably in a public sector organisation
- *Managing improvement review and organisational change at a senior level*

## Desirable

### Knowledge of:

- The social and economic needs of the borough.
- Legislative framework and policy context relating to local government

### Qualifications:

- Computer literacy.
- *Post graduate qualification in a social or economic policy field*
- *Relevant project management accreditation*

### Experience of:

- Working with large, complex organisations and partnerships to deliver joint or shared outcomes.
- Working with the business and community and voluntary sectors

## Competencies

<b>Serving the Community</b>	Develops responsive customer focused services, operates professionally and with sensitivity.
<b>Delivering Partnerships</b>	Promotes co-operation by working with external partners to plan, develop and deliver the best service.
<b>Political Awareness</b>	Appreciates political interests, positions and policies and their impact on the Council and their management role.
<b>Personal Impact</b>	Is self-aware, acts proactively, accepts personal responsibility and communicates effectively.
<b>Focusing on Results</b>	Plans and monitors service delivery. Works with others to enhance provision. Strives to provide a quality service and continuously improve delivery.
<b>Leading &amp; Developing Others</b>	Motivates and encourages teams and individuals. Provides direction and feedback and creates a climate of respect.