

<b>POST TITLE</b>	<b>SENIOR PERFORMANCE AND IMPROVEMENT OFFICER – OPERATIONAL SERVICES</b>
<b>DIRECTORATE</b>	<b>PLACE</b>
<b>SERVICE</b>	<b>OPERATIONAL SUPPORT, PERFORMANCE AND IMPROVEMENT</b>
<b>RESPONSIBLE TO</b>	<b>OPERATIONS MANAGER - PROCESS AND SYSTEMS IMPROVEMENT</b>
<b>NUMBER OF POSTHOLDERS</b>	<b>2</b>
<b>ACTING UP/ SECONDMENT</b>	<b>No</b>

#### **PURPOSE OF JOB**

Making a difference by enhancing the effective delivery of high-profile, complex, frontline services through delivering a clear, cohesive approach to performance management; data and performance in business planning; business improvement; and integrated change.

To work as part of the team to deliver business improvement initiatives/ projects to all service areas across the division to improve customer experience, reduce costs and improve efficiency. The postholder will work to both service plans and corporate priorities of the Council.

#### **THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

- Establishing and supporting metrics and performance regimes to understand current performance and improve long-term forecasting in relation to key strategic outcomes for the public and internal customers, working in close partnership with service areas and the senior leadership team.
- Advise services by providing reports, analysis, commentary, and recommendations on performance reporting. Generating performance projections to facilitate business critical decisions.
- Planning, organising, and conducting business process reengineering/improvement projects/ initiatives consolidating information into cohesive and understandable correspondence or other written form for use in management decision-making and in consultation with stakeholders.
- Leading projects/initiatives and co-ordinating the work of others, to identify, facilitate and achieve continuous improvement and efficiencies within a complex internal and external environment.
- Managing and contributing professional and managerial expertise to the development of initiatives, strategic plans, performance, and policy development within own area of expertise and across the team and department. As required including controlling project activities, planning, organisation and risk control across a number of concurrent and multifaceted projects/initiatives.
- Research and apply best practice, processes, approaches, and methodologies for root cause analysis of issues/inefficiencies, solution design and delivery, including contributing to, and leading elements of, developing a framework and tools that services and teams can use to self-identify and deliver improvements and efficiencies and providing ongoing expert advice and guidance.
- Engage with service areas and stakeholders to encourage and promote cultural change, ongoing service improvements and cross-service collaboration to optimise service delivery.
- Auditing internal quality assurance standards are being met and produce recommendation reports.
- Produce and present detailed reports, action plans, business cases and management information to senior managers and service areas. Developing sound business rationale/argument to identify and recommend improvement opportunities with supporting analysis and detailed recommendations.

**THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- The post holder is qualified to degree level (SCQF 9) or has equivalent relevant experience. Understanding of business planning, performance, and business change in a complex environment with a working knowledge of the challenges in the public sector.
- Ability to interpret, analyse and present a range of complex information for a variety of audiences with varied understanding using appropriate communication channels.
- Providing expert advice, guidance and recommendations to line manager, senior leadership team and service areas.
- Liaise with a wide range of stakeholders from colleagues in other services, Elected members, public agencies, and the public. Matters will often be complex and may on occasions be contentious, requiring the postholder to exercise diplomacy, tact, and sensitivity to resolve areas of conflict.
- The postholder will manage highly confidential and politically sensitive matters with appropriate awareness and discretion. Work in consultation with senior stakeholders to ensure that initiatives/projects comply with relevant legislation and policy where appropriate.
- Decisions and recommendations made by the postholder will have implications for how services are delivered and as such may impact directly on service users and other stakeholders and will have significant financial and resource implications.
- Managing or supporting a number of varied projects/workstreams at one time across the division, often with conflicting priorities and strict deadlines, seeking solutions timeously.
- Proactively identify projects/business improvements, and assess requests from operational teams and management, supporting management to consider prioritisation and approach to achieve efficiencies aligned to service/business plans, demands and pressures.

**ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- Although the post may be exposed to some physical demands and adverse working conditions these will be predominantly within the range of normal office-based activities.
- Required to prioritise their own workload, respond in a timely manner to requests for service information.
- Much of the post holder's work will be to strict deadlines and will be subject to last minute changes, requiring post holder to adopt a flexible approach and re-prioritise other tasks as necessary.
- The postholder will be required to work outside of standard, contracted working hours on occasion based on organisational needs.
- Decisions and recommendations made by the postholder will have implications for how services are delivered and as such may impact directly on service users and other stakeholders and will have significant financial and resource implications.

**SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- No direct reports however will often have project management responsibility over other staff as appropriate. Particular projects, working groups and other tasks are likely to require the postholder takes responsibility for staff from other Council areas/suppliers, and chair and manage project teams.
- Effectively and diplomatically advise the line manager and senior leadership team, senior managers, managers and staff across the division on areas of concern and key actions required to implement continuous improvement and key business decisions.
- The postholder should be visible, approachable, and capable of building the trust necessary to secure the commitment of staff to change.

## RESOURCES

- Responsible for identifying efficiencies and supporting delivery of cashable/non-cashable savings.
- Responsible for the proper use and safekeeping of a personal computer and for maintaining electronic and manual data, including sensitive contractual, staffing and financial information.

## HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.