

## ROLE PROFILE

**Job Title:** Head of Performance and Information

**Service Group:** Corporate Core

**Accountable to:** Director of Policy, Insight and Comms

**Grade:** L                      **Competency Level: 4**

**JE Code:** JE0756

**Date:** November 2019

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### Purpose of the job

To lead the development across Milton Keynes Council of integrated polices and systems for performance, ensuring effective implementation and high standards of practice.

To support the Corporate Leadership Team (CLT) and councillors in co-ordinating and developing policies and in meeting their responsibilities for monitoring and managing performance and projects across the council and relevant partnerships.

To lead the organisational approach to information governance, including the statutory Data Protection Officer role.

### Key Objectives

1	Establish and embed a corporate performance framework incorporating a Council Plan and an integrated approach to service and financial planning.
2	Make regular reports to CLT and Members providing an integrated overview of specified performance and management data, including corporate performance indicators, programmes and projects with a commentary that identifies areas of risk and mitigating actions.
	Ensure the whole Council has policies and processes in place to comply with the Data Protection Act 2018 and the Freedom of Information Act 2000
3	Produce corporate and service benchmarking analyses and commentaries and be a source of expertise for the authority on efficiency and achieving more for less
4	Deliver specific policy projects, value for money and corporate improvement initiatives, including those specified by the Corporate Leadership Team, within agreed timescales.
5	Develop and implement corporate approaches to equalities, ensuring compliance with relevant legislation.
6	Provide performance support for all service areas by arrangement.

7	Engage with service groups to facilitate a culture where effective performance management delivers improved services
8	Maintain oversight of key information systems and databases and ensure the availability of performance and business intelligence
9	
10	Hold the statutory role of Caldicott Guardian for Adult and Children's Social Care, as well as oversee the statutory Data Protection Officer role

## Scope

The role reports to the Director of Strategy within the Corporate Core of the organisation.

The role has reporting and budget management accountability for a team of 22 staff that has cross council responsibilities for corporate performance management, policy, equalities value for money projects. £800,000 of this is staffing costs with an additional £600,000 discretionary.

The role has leadership responsibility across the council for ensuring that performance management systems and projects operate effectively and follow best practice. It also provides strategic challenge and makes recommendations, for example on areas of performance difficulty. It works closely with Assistant Directors and performance leads from the service groups.

### Equalities and policy co-ordination

The role has a key relationship with the Corporate Leadership Team. It directly supports the role of CLT in holding service groups to account for the delivery of corporate outcomes, including through partnership working. The role holder is the lead professional for the development of the corporate frameworks and reporting that enable CLT to fulfil its responsibility.

The role must be able to develop and maintain effective working relationships at all levels of the organisation and Members. This demands frequent formal and informal liaison with a wide range of stakeholders. This involves: discussing, agreeing and negotiating with project and service managers on progress; interpreting information and reporting performance and project highlights to the Corporate Leadership Team (CLT) and Members on a regular basis; and networking with project and service managers (from the Council, its Partners as well as Nationally) to keep up to date with best practice and case studies.

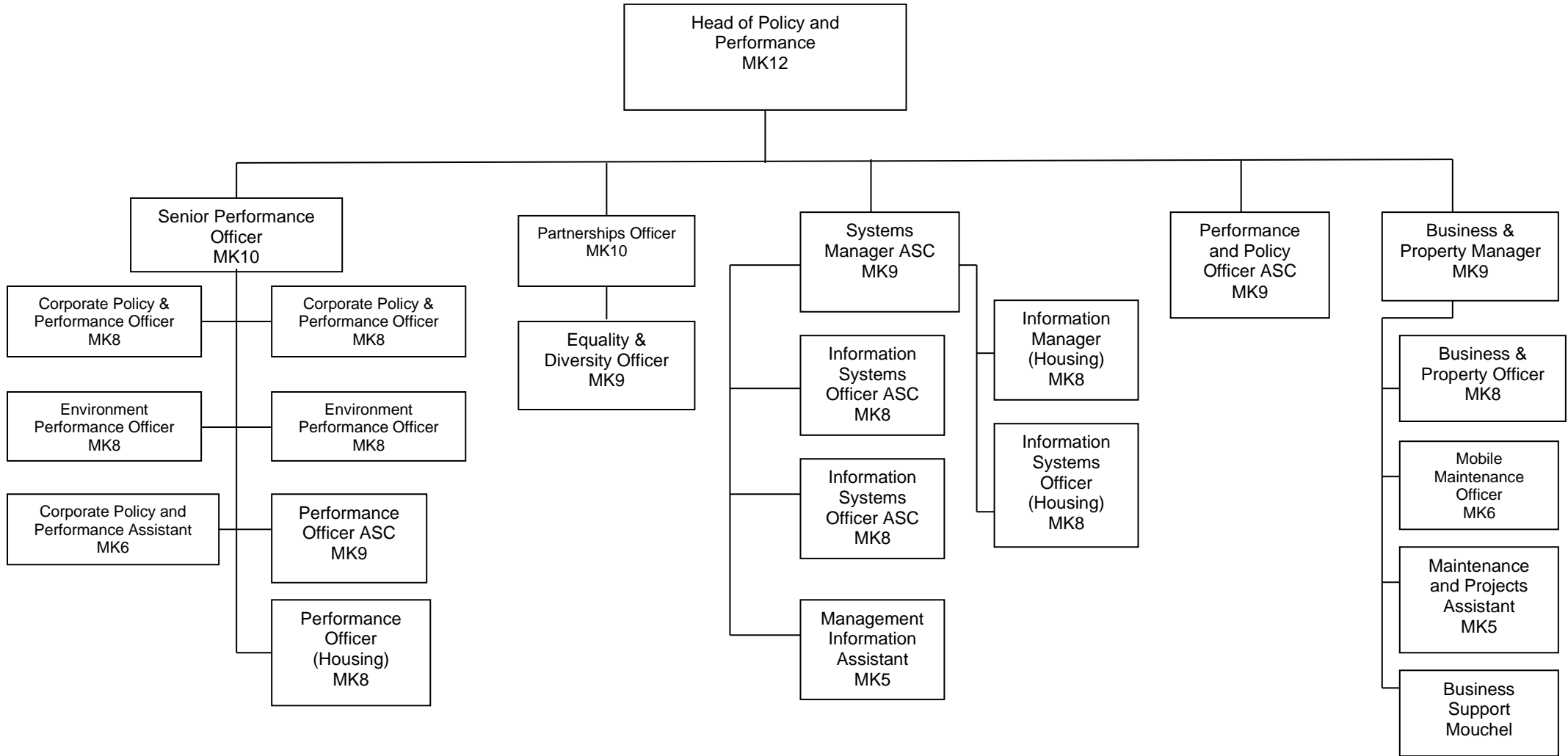
The role involves understanding the needs of the organisation and the requirements from central government to identify new projects and analysing their potential impact to provide recommendations for CLT and Members to aid their decision-making on future initiatives.

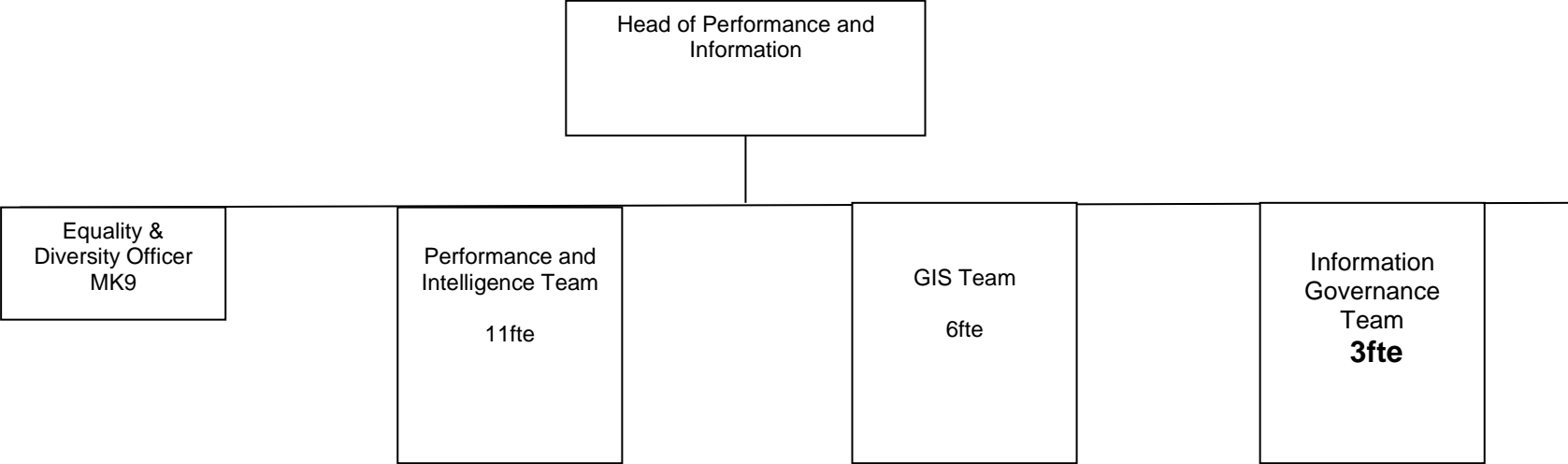
## Work Profile

1. To lead the design and implementation of corporate systems and programmes for the council covering the following areas, ensuring they are fit for purpose and effectively embedded
  - performance and project management, including a framework of corporate and service plans, strategic objectives and associated performance measures, that integrates with financial planning
  - strategic overview of current and future project and programmes within the organisation to enable council support services to plan resources for delivery of strategic priorities
2. To advise CLT and Members directly on all aspects of corporate performance including delivery against intended outcomes and efficiency objectives. This will include escalating risks, identifying hidden or emerging issues, proposing decisive strategic action, and advising on future resource requirements and changing demands.
3. To provide timely and integrated performance monitoring reports to CLT and relevant member bodies with advisory commentary, plus regular analyses of comparative data that allow the council to benchmark its activities.
4. To provide strategic leadership to improve the quality of performance and project management across the council, including through best practice learning both from within the organisation and externally and establishing relevant training programmes.
5. To manage policy development and VfM projects where required, and ensure a VfM perspective is integral to performance and project management.
6. To provide leadership in establishing corporate equalities policy and practice ensuring compliance with legislation and an embedded approach across the organisation.
7. To nurture effective relationships with senior officers, elected members and partners in order to secure positive engagement from stakeholders in diagnosing and challenging performance issues and in securing appropriate interventions where needed.
8. The Leadership of direct reports and of others in the project, as and when needed, and the contribution to Milton Keynes Council as a manager in the organisation, specifically:
  - Attendance at corporate development events for managers
  - Production, and monitoring, of the implementation, of an annual service plan
  - Performance management of staff

- Training and development of staff
  - Effective two way communication with staff in areas of direct responsibility
  - The fulfilment of health and safety requirements, including regular scheduled inspections
  - The monitoring and control of budgets for which the post holder is directly responsible
  - The meeting of corporate equalities requirements for the service
9. The promotion of the council's vision and values within the service, corporately and with external partners.
10. The post holder is responsible for ensuring their skills, experience and professional qualifications are kept up to date.
11. Undertake additional responsibilities, including line management, commensurate with the grade

# Job Context - Policy and Performance





## PERSON SPECIFICATION

In this section the **Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant** knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION	Examples specific to role	Required		Level			Method of Assessment interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
<b>SKILLS AND KNOWLEDGE</b> Technical knowledge and qualifications							
Performance management	<ul style="list-style-type: none"> <li>Experience of developing and applying performance management approaches in complex organisations (public, private or voluntary sector)</li> </ul>	X			X		Application form
Programme and project management	<ul style="list-style-type: none"> <li>Qualified Programme Manager (MSP Practitioner) and/or Qualified Project Manager (PRINCE 2) or equivalent experience of developing and applying programme and project management approaches in complex organisations (public, private or voluntary sector)</li> </ul>		X		x		Application form Interview
Familiarity with a local government environment, including its political dimensions	<ul style="list-style-type: none"> <li>Evidence of understanding of the nature and sensitivities of working within local government, or within organisations partnering local government</li> </ul>		X		X		Application form Interview
<b>PLANNING AND ORGANISING WORK</b>							

Planning capacity and resources	<ul style="list-style-type: none"> <li>• Able to prioritise own workload &amp; team work planning to meet deadlines</li> </ul>	X				x	<b>Interview</b>
	<ul style="list-style-type: none"> <li>• Ability to turn a strategy and plan for various projects into measured deliverables</li> </ul>	X			X		<b>Application form Interview</b>
Organising work and planning	<ul style="list-style-type: none"> <li>• Demonstrate management of team resources to ensure that priorities are identified and delivered within agreed deadlines</li> </ul>	X				x	<b>Interview</b>
<b>INFLUENCING AND INTERPERSONAL SKILLS</b>							
Building productive working relationships	<ul style="list-style-type: none"> <li>• Ability to build effective relationships and achieve co-operation from others, as demonstrated by evidence of success in working productively with other departments, stakeholders and partners</li> </ul>	X				x	<b>Application form Interview</b>
Communication	<ul style="list-style-type: none"> <li>• Demonstrate an ability to communicate to different audiences clearly and effectively</li> </ul>	X			x		<b>Interview</b>
Influencing	<ul style="list-style-type: none"> <li>• Able to achieve desired outcomes through negotiation, persuasion and mediation as appropriate</li> </ul>	X			X		<b>Interview</b>
Facilitation	<ul style="list-style-type: none"> <li>• Able to facilitate workshops and other interventions aimed at diagnosing project and performance issues</li> </ul>	X			X		<b>Application form Interview</b>
<b>PROBLEM-SOLVING</b> <b>Using initiative to overcome problems</b>							
Managing risk	<ul style="list-style-type: none"> <li>• Demonstrates history of managing risk effectively by taking appropriate decisions in context, and of successful outcomes</li> </ul>	X			x		<b>Application form Interview</b>
Managing change	<ul style="list-style-type: none"> <li>• Ability to implement changes to practices to drive forward new ideas across various groups</li> </ul>	x				X	<b>Interview</b>
Finding own solutions	<ul style="list-style-type: none"> <li>• Ability to find creative solutions to problems in a high-profile context</li> </ul>	X			X		<b>Interview</b>
<b>ACCOUNTABILITY and RESPONSIBILITY</b>							



Undertakes tasks without supervision	<ul style="list-style-type: none"> <li>• Able to demonstrate a conscientious and discreet approach to sensitive responsibilities</li> </ul>	X				X	<b>Interview</b>
Managing people	<ul style="list-style-type: none"> <li>• Ability to communicate effectively at all levels of management</li> </ul>	X				X	<b>Interview</b>
	<ul style="list-style-type: none"> <li>• Ability to successfully manage disparate teams through effective influencing and negotiation</li> </ul>	X				X	<b>Interview</b>
Managing financial resources	<ul style="list-style-type: none"> <li>• Evidence of a clear understanding of a Local Authority's financial resources and the challenges that Local Authorities are facing in future financial years</li> </ul>		X		X		<b>Application form</b>

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.**

**In addition for those posts with management responsibilities the competencies will include managing self and personal skills, providing direction, facilitating and managing change, working with people, using resources, achieving results, promoting policy, values and culture, customer service and health and safety.**

**Other information**

- Able to travel within Milton Keynes and externally for learning and benchmarking purposes.
- Able to attend formal evening member meetings

<b>Signed Job holder</b>	<b>Signed Line Manager</b>	<b>Signed Assistant Director</b>	<b>Date</b>

