

Job Description

Service:	Performance and Transformation
Job title:	Performance Coordinator
Grade:	Grade C
Hours of work:	37 hours a week
Responsible to:	Business Performance and Insight Team Leader
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	None

Purpose of Post:

To provide efficient and effective co-ordination of performance management data and reporting of business as usual and projects in a secure and compliant environment. This will support a high performing organisation.

The postholder will work closely with the data and insight co-ordinators and transformation team to support services to review operational/performance data to establish baseline performance metrics look for opportunities to benchmark, learn and transform their activity compared to national high performance.

This includes:

- Collation and presentation of information from services within regular reports as required to support the Council's performance management framework including progress against the Corporate Plan and its key actions, the progress on major projects and performance indicators. Highlight areas requiring improvement to support delivery of highly performing services.
- The presentation of performance data in charts, providing accurate and timely information to decision makers.
- Contributing to internal and external performance reports.
- Supporting the development of targets and performance indicators by researching best practice and presenting the Council's performance compared to suitable comparator authorities.
- Supporting the Insights Coordinator with the development of unit cost reporting, including their development and monitoring for key high customer contact/high budget services.


Key Deliverables:

1. Preparation of corporate performance indicators including monthly tracking reports, performance dashboards and performance reports.
2. Preparation of unit cost data including monthly tracking reports, performance dashboards and integrated performance reports.
3. Assisting in the roll out of benchmarking across the council, helping with monthly tracking reports and dashboards.
4. Preparation of performance information for the annual Corporate Plan update.
5. To assist research to performance/benchmarking of services and/or projects which will lead to the definition of agreed performance indicators used to measure success and benefits realisation
6. Performance analysis for teams and/or projects including sourcing, formatting and presenting data securely in a range of relevant formats.
7. Support development of performance management capabilities for the organisation to increase data driven improvement and data maturity.
8. To support use of performance analysis to promote HDC services across the Council, members of the public and other customers.
9. To provide performance analysis support and liaison to projects (where appropriate) to support continuous improvement of services.
10. To use information technology software to provide accurate, timely and informative reports that support of decision making.
11. To undertake any other duties appropriate to the post.
12. To work in accordance with Huntingdonshire District Council's employees policy and procedures.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p>2 A levels, 5 GCSE Grade C or above including English and Mathematics (E) or equivalent working experience in collating and presenting information on business performance.</p> <p>Knowledge of fundamental statistics and presenting data in a pictorial/graphical format (E) Current data analysis qualification (D).</p> <p>Evidence of continuous professional development or learning (E)</p> <p>Good knowledge of the requirements for handling sensitive data and information (E) Data protection/security training including GDPR (D)</p> <p>Project/report writing (D)</p> <p>Knowledge of project management and data principles (D)</p> <p>Knowledge and/or experience of Public/Voluntary Sector (D)</p>
<p>Experience</p> <p>Experience the person would need to do the job</p>	<p>Experience of identifying and gathering data to be consolidated and analysed (E)</p> <p>Experience of utilising data to provide recommendations, visualisation and/or improvements (D)</p> <p>Experience of working in a busy professional services environment, with a strong track record of managing workloads (D).</p> <p>An understanding of the range of services that the Council operates (E)</p> <p>A proven track record of building effective, productive, and relevant working relationships, both internally and externally, with a diverse range of stakeholders (E).</p> <p>Writing and delivering performance reports to support organisational decision making (D)</p> <p>Experience in working in programmes and projects (D)</p>

Skills and Abilities Specific skills the applicant would need to do the job	<p>A mature understanding of data; how to find, use and present data (E).</p> <p>Strong numeracy skills, accurate data entry and excellent attention to detail</p> <p>Strong knowledge of data systems to present data as information to enable conclusions and decisions. Excel (E), Power Bi and any performance management software (D)</p> <p>Good analytical skills, able to see trends and highlight changes requiring review and decision. (E)</p> <p>Good written and verbal communication skills able to encourage response, participation and present conclusions (E)</p> <p>Ability to work on your own initiative as well as in collaboration with colleagues</p> <p>Strong written and verbal communication skills, including proof reading.</p> <p>Ability to work flexibly as part of a team</p> <p>A positive approach to learning and development</p> <p>Good time management and prioritisation skills, able to plan and co-ordinate their own work and others to deadlines.</p> <p>Able to build professional relationships, and collaborate, with a variety of stakeholders to achieve outcomes.</p>
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	<p>Recommendations that will affect the scope and delivery of the Council's projects and programmes</p> <p>Considering relevant data when making evidence-based decisions</p> <p>Promotes and demonstrates continual improvement</p> <p>Generates new ideas and creative solutions</p>

	<p>Shares innovative practice with others</p> <p>Considers diversity issues and potential consequences when making decisions and proposals</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>The focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 90%</p> <p>External customer contact 10%</p> <p>Able to work effectively across all services to coordinate timely submission and response to corporate and external reporting deadlines.</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p>Planning and organising</p> <p>Identifies what is required before each task can be begun or completed</p> <p>Establishes clear actions and timeframes with deadlines and milestones</p> <p>Ensures the effective and efficient use of time and resources</p> <p>Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan</p> <p>Flexibility</p> <p>Is prepared to adapt their approach to overcome obstacles</p> <p>Responds constructively to a change in agenda or priorities</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p> <p>Re-prioritises appropriately when faced with a change in requirements</p>
<p>HDC values</p>	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p>

	<p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.