

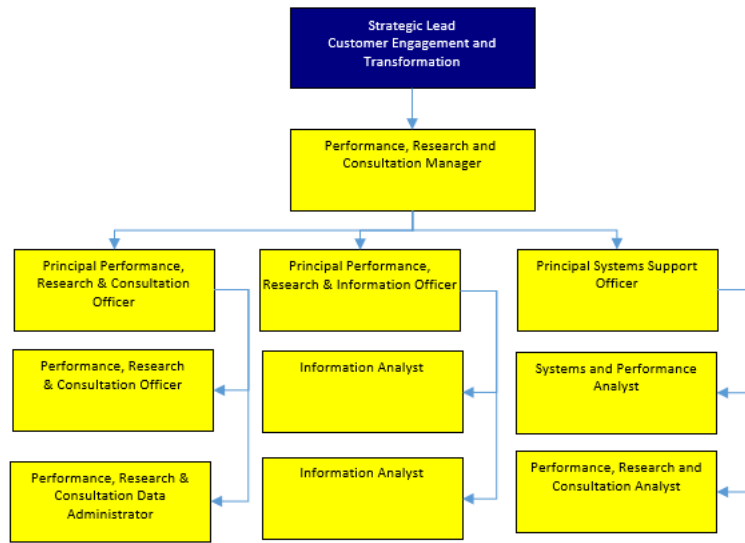
Job Description and Person Specification

Job title:	Performance, Research & Consultation Manager
Directorate:	Resources
Service:	Customer Engagement & Transformation
Team:	Performance, Research & Consultation
Post number:	03129
Salary grade:	LM
Work location:	Market Street
Reports to:	Service Lead – Customer Engagement & Transformation
Supervises:	9

Job Purpose

1. Effectively lead and manage the Performance, Research and Risk team, ensuring delivery of the relevant strategic and service objectives set out in the annual service plan and ensuring strong and effective resource management within the team.
2. As a member of the Customer Engagement and Transformation management team, to contribute to the management and direction of the service area including contributing to the implementation, monitoring and review of the Strategy, ICT and Governance service plan.
3. Assist the senior management and Executive teams in developing and effectively embedding the Council's strategic plan and supporting performance framework
4. Effectively monitor and report statutory returns, individual services' and the Council's progress against the corporate performance framework
5. Provide support, advice and guidance across the authority to ensure decisions are based on the most robust, relevant and up to date research, consultation, risk management and performance data available
6. Promote and support effective consultation and research across the Council.
7. Support the Priority Delivery Boards' performance and risk management agenda

Structure Chart



Main Duties and Responsibilities

Specific job responsibilities

- Work with the corporate management and Executive teams to develop, and lead on the coordination and drafting of, the authority's medium term Council Strategy, ensuring it reflects local priorities, statutory requirements and links coherently within the authority and across partners.
- Work with the corporate management and Executive teams to develop, and lead on the coordination and drafting of, the authority's Risk Management Strategy, ensuring it reflects the internal and external context and define the Risk Appetite.
- Provide high level strategic advice to the corporate management and Executive teams to facilitate long term planning in the provision of services across the Council.
- Work with senior managers across the organisation to develop and manage the supporting strategy delivery plan and performance framework, service delivery plans across the authority as a whole and ensuring linkages across services and partners and are aligned to statutory reporting frameworks
- Develop, collate, analyse and assure organisational intelligence across the organisation, presenting this in a concise, accessible and engaging way to a variety of audiences and using this to drive transformation and continuous service improvement for the council.
- Provide advice, guidance and support to colleagues so they are aware of their responsibilities and duties with respect to research, consultation, risk and performance management and are able to effectively carry them out
- Provide information, advice, support and guidance for service areas in relation to internal reviews and demands for information / data – for example, with respect to inspections, consultations, evaluations, reviews or the development of policies, strategies or work programmes.
- Provide bespoke advice, guidance and analysis of demographic / statistical data.
- Commission, procure and contract manage a number of software and service solutions
- Advise, design, coordinate and lead on consultative or research activities across the council and present the key findings to senior decision makers.
- Develop, maintain and promote the corporate consultation and research tools and resources.

Team management

- Ensure sound and robust leadership and management of the Performance, Research and Risk team through:
- Continuously reviewing opportunities to improve the efficiency and effectiveness of the team including the delivery of continuous improvement and best value.
- Meeting the council's Customer Service standards
- Effective financial management and ensuring effective financial control against allocated budget
- Effective human resource management, encompassing implementation of the council's human resource management policies, procedures and guidance
- Effective performance management, including implementation of the council's performance management practices and the setting and monitoring of service standards.
- Effective health and safety management, including implementation of the council's health and safety policies, procedures and practices.
- Embedding the Council's agreed risk assessment practices throughout the Performance, Research and Risk team.

Main Duties and Responsibilities

Service management

- To assist the Service Lead in providing strong and effective management of the service area through:
- Promoting the council's corporate values and ensuring the council's vision, values and objectives are achieved by providing a clear sense of purpose and direction within the Performance, Research and Risk team.
- Leading / supporting service area projects, as required, including consulting with service users to ensure the views of all sectors of the community / council are reflected in the recommendations.
- Participating in corporate projects and initiatives, as required.
- Building positive working relationships with council members and assisting them in the performance of their duties at service and ward level.
- Promoting good external relations, and promoting the interests of the Council, by, for example, representing the Council at regional and local levels.
- Promoting equal opportunities, access to services and tackling discrimination both within and outside the Council. To mainstream equality within all the activities of the Research, Consultation and Performance team and contributing to the Strategic Support service equality impact assessments.

Scope (impact on/control of resources, people, money etc)

Impact:	Significant impact across the authority with daily contact with elected members, Corporate Board and management team.
Budget:	Approximately £650,000
Employees:	9 members of Performance, Research and Risk team.
Decisions:	Expected to work with limited supervision and be able to allocate resources to corporate priorities on a regular basis. Working outside fixed parameters will be essential as will a need to gain credibility and respect from the most senior officers, members and partners.
Work style:	This role is designated as home-flex under the Council's Timelord programme

Person Specification		
Qualifications	Essential/ Desirable	Internal Use
Education to degree level or equivalent and can demonstrate extensive, relevant experience in at least one field of research, consultation, risk or performance management	E	E
Experience		
Understanding of the functions and responsibilities of a unitary authority and the broader working environment of local government.	E	E
Experience of managing staff with a variety of backgrounds and providing effective leadership to the team, with the ability to develop, encourage and motivate high achievers and ensure all team members fulfil their potential.	D	D
Experience of managing staff through change and forming high-quality working relationships at all levels including as an interface with elected members.	E	E
Experience of managing complex relationships, negotiations to develop productive working relationships with colleagues and stakeholders and deliver change	E	E
Experience of preparing and submitting statutory returns	D	D
Experience of working with Elected Members	D	D
Knowledge		
Good knowledge of techniques for planning, monitoring and controlling multiple deadlines.	E	E
Knowledge of unitary authority operations	E	E
Good knowledge of project management	D	D
High intellectual capacity with the ability to challenge and innovate.	E	D
Understanding of working in a political environment	E	D
Good understanding of all the services provided by a unitary authority.	D	D
Skills and abilities		
A genuine interest and commitment to leading and improving public services in West Berkshire	E	E
Resilience and tenacity to gain agreement and follow through on delivery of plans with the ability to be collaborative and respectful, but able to challenge constructively to ensure successful outcomes.	E	E
Well developed leadership, planning and co-ordination skills and ability to absorb and understand large volumes of new information at pace, distil this information and present it clearly and succinctly to senior managers and members.	E	E
Ability to source specialist knowledge from internal and external experts to drive fulfilment of objectives.	D	D
Excellent analytical skills with the ability to use appropriate ICT and able to undertake both qualitative and quantitative analysis and advise and guide on appropriate qualitative and quantitative methods.	E	E
Understanding and experience of designing and using different research methodologies, and their appropriateness in different contexts	E	E
Ability to use resources effectively	E	E
Ability to use Outlook, and a web browser to access information	E	E
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	E
Ability to provide direction to the team	E	E
Ability to promote equality and opportunity	E	E
Ability to facilitate change	E	E
Excellent communication skills (both oral and written).	E	E
Ability to develop productive working relationships with colleagues and	E	E

stakeholders		
Ability to attend evening meetings as required (<i>not regularly but on occasion documents and reports will be presented to Member meetings which often take place in the evening</i>)	E	E
Work-related personal qualities		
Ability to demonstrate Leadership	E	E
Excellent Team player	E	E
Creativity and innovation	E	E
Ability to work on own initiative without supervision and be proactive in tackling issues without supervision	E	E
Ability and credibility to represent the Council to external organisations	E	E
Ability to develop effective and productive working relationships with Members and officers at all levels in the organisation and with external partners	E	E
Resilient and able to work effectively at the most senior levels in the Council	E	E
Other work-related requirements		
Full driving license	D	D
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	
Enhanced DBS check with relevant barred list/s	No	
Is this post politically restricted?	Yes	