

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Head of Performance
Grade	PS12/LMG 2/M8	Reports to (role title)	Head of Business Operations
		Directorate/School	Customer Digital and Transformation
JE Band	519-613	Service/Department	Business Operations
		Date Role Profile was created	7th August 2019

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role is intended to make a step change in how Business Operations manages and uses its data to make informed decisions, achieve growth and drive performance and service improvements.</p> <p>Key areas of focus are:</p> <ul style="list-style-type: none"> Supporting Operational Performance Workforce Planning Business Analytics Management Information Supporting SST in making data driven strategic decisions <p>In addition to the above it is intended that the post holder continues with the progress made on the services business intelligence project.</p> <p>Embed/integrate performance management and workforce planning principles within the Service including: strategic and service planning, operational service delivery, and project management.</p> <p>Develop, review and maintain service procedures and toolkits for performance management and workforce planning.</p> <p>Ensure all relevant information including service plans, strategies, performance indicators and actions are set up correctly on the Council's performance management system.</p> <p>Liaise with Operational Managers on all aspects of Performance management and workforce planning and where appropriate provide challenge to updates provided.</p> <p>Oversee the collation and recording of performance information and provide assurance that these are recorded appropriately.</p> <p>Analyse and interpret performance and benchmarking information and actively drive improvements in performance.</p> <p>Provide support to Service and project teams with advice, guidance and information on effective performance management and workforce planning via one to one support or other appropriate means of communications.</p> <p>Develop and maintain the Service performance management and workforce planning system(s) and integrate with other IT systems.</p>
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Work Context	<p>The job holder is in the Shared Service organisation, which delivers service support to customers across the Orbis Partnership.</p> <p>The post owns Performance, Quality and Workforce Planning within Shared Services, working closely with the strategic partners and key stakeholders to deliver an effective, efficient service.</p> <p>This role is key in delivering a high quality products to meet stakeholder and customer needs which therefore contribute to the partnership in meeting expectations. The work context has complexity as the postholder will be working across the Orbis partnership.</p>
Line management responsibility if applicable	Will have line management responsibility for up 6 direct reports at grades ranging from PS7 - PS10 (Surrey grades) Scale 5 - M10 (Brighton Grades)
Budget responsibility if applicable	Responsibility for £0.5 million staffing budget and adhoc project costs
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area. <p>Work with others</p>

	<ul style="list-style-type: none"> • Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent professional qualification plus experience at management level in a specialist area. • Knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. • Ability to manage budgets and resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Comprehensive knowledge of computerised business systems. • Understands how to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Wide experience in successful leading, coaching, mentoring and developing of staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Extensive experience in the following areas</p> <p>Building automated performance dashboards using a range of industry standard tools</p> <p>Data extraction and manipulation from a variety of business systems</p> <p>Data Analytics</p> <p>Data insight and the use of data to make business decisions</p> <p>Workforce planning, including the development and building of capacity models and workload management tools</p>

Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
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