

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job Description	Policy & Performance Officer
Service:	Policy & Governance
Team:	Corporate Policy
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Corporate Policy Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome
PRINCIPAL PURPOSE OF THE ROLE	
<p>To assist Waverley to achieve and maintain high levels of performance by co-ordinating the Council's performance management processes.</p> <p>To assist with the development of the Council's Corporate Plan and Policy framework.</p> <p>To assist with targeted reviews and projects which support the ongoing improvement of the Council's corporate and service-level performance.</p>	

MAIN DUTIES AND ACCOUNTABILITIES

- To be responsible for reporting the Council's performance to officers, Councillors and the public in a clear and transparent way; and making recommendations to adapt this process to meet the changing needs of the Council.
- To assist with targeted reviews and projects which support the ongoing improvement of the Council's corporate and service-level performance.
- To assist in supporting the Scrutiny function of the Council by undertaking policy research and other activities required by the Overview & Scrutiny Committees.
- To be responsible for researching, coordinating and presenting data relating to the Borough, including Census, IMD, JSNA and other relevant data, to inform strategic and service priorities.
- To act as the system administrator for and to lead the development of the Corporate 'Pentana' system, ensuring full integration in the consideration of performance targets, risk and resource factors. Manage and deliver a programme of support and training for officers and members.
- To support the work of the Corporate Policy Manager and Head of Policy & Governance as required.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- The Council's Performance Management report is presented on a quarterly basis to the Management Board and Senior Management Team, O&S Committees, and the Council's Executive which involves coordinating information from all Heads of Service and other senior managers. The report contains 51 corporate Key Performance Indicators, budget monitoring and Service Plan progress information.
- The Council publishes Service Plans, setting out priority tasks, targets and projects, on a three year rolling basis. The postholder is responsible for ensuring the Service Plans are prepared in a consistent and timely manner.
- The postholder will be the administrator and owner of the Pentana Performance Management Software, which currently has around 35 users, including managers, Heads of Service, Management Board and the Audit Committee.
- Between 2 to 5 targeted reviews and projects are carried out each year

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The postholder will discuss and report progress on performance management and related matters with Councillors, Management Board and Heads of Service.
- The postholder will need to ensure that performance data is collected in a timely way and is accurately and clearly presented to ensure officers and Councillors have the correct data to inform their decision making.

- The postholder will analyse and report on the implications of new government initiatives and policy.

PLANNING/ORGANISING/CONTROLLING

- Quarterly reporting on performance to senior management and Overview & Scrutiny Committees, ensuring committee deadlines are met.
- Project management of a variety of service improvement programmes.
- Coordinating the information for the quarterly corporate Projects Register, presenting it to Management Board and ensuring the format of the report is as effective as possible.

CUSTOMERS AND CONTACTS

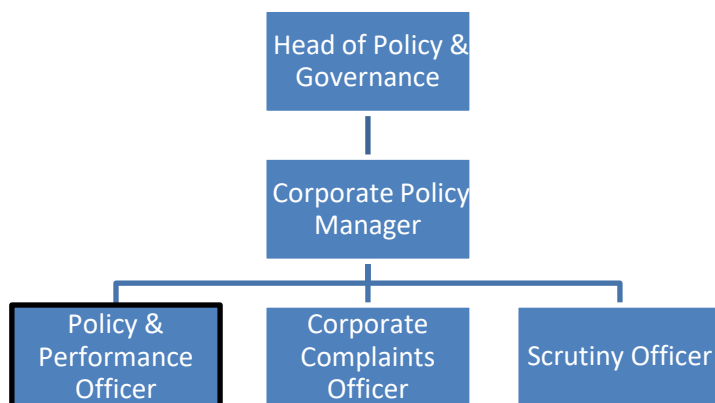
INTERNAL

- All Waverley staff but particularly Management Board and Heads of Service
- Council Leader and Portfolio Holders (The Executive) and Members of Overview & Scrutiny Committees.

EXTERNAL

- Residents
- Relevant network groups
- Voluntary Organisations
- District Councils and Surrey County Council.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, with examples, **all essential criteria** marked as A,I, I/E, A/I/E and A/I within their application form to be shortlisted for this role.

PERSON SPECIFICATION				
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Educated to degree standard or equivalent	A	Appropriate management or professional qualification.	A
		A	Commitment to Continuous Professional Development (CPD).	I
KNOWLEDGE /TECHNICAL SKILLS	Experience-based knowledge of performance management techniques.	I	Direct experience of working in local government.	A/I
	Good practical understanding of Excel and Word.	A/I		
	Understanding of the principles of project management including task and resource planning.	A/I	Knowledge of business transformation.	A/I
	Capable of undertaking detailed research work.	A/I	Ability to identify improvements in systems to drive business delivery.	A/I
	Numerate, precise and a good attention to detail.	I/E	Awareness of Safeguarding	A/I
COMMUNICATION	Good communicator both written and oral.	A/I/E		
	Ability to present to a wide range of audiences.	I		

	Ability to present complex issues clearly and concisely.	A/I/E		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	The ability to understand the needs of the local community in the current policy context	A/I
	Capable of quickly establishing good working relationships with elected members and staff at all levels in the organisation.	A/I	Evidences examples of initiatives used to improve service delivery	A/I
TEAM WORKING	Exhibits effective team working skills with examples of success of delivering goals and projects with others.	I		
	Creates and promotes a culture of performance management and continuous improvement.	A/I		
MANAGING SELF AND OTHERS	Ability to deal with conflicting priorities and 'multi-task'.	I		
	Demonstrates track record of meeting required standards of performance and own targets.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Prepared to constructively challenge existing practices and procedures to achieve better performance.	A/I		
	Evidence of flexibility, adaptability and responsiveness to changing needs and circumstances.	A/I		
	Demonstrates commitment to delivering high quality results.	A/I		

ADDITIONAL SPECIAL REQUIREMENTS FOR THIS POST*	Able to attend evening meetings.	I	Current, full driving licence.	
	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

A = Application CV/Personal Statement
C = Certificates/professional Registration
D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

For Official Use only			
Job title:	Policy & Performance Officer	Post no:	CA12
Service:	Policy & Governance	JE score:	323
Team:	Corporate Policy	Pay band:	7
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	Louise Norie	DATE:	February 2020
CHECKED IN:	HR	DATE:	June 2022
LAST UPDATED:	February 2020	DATE:	