Senior Performance Officer (Housing)

FINAL

November 2017

POST:	Senior Performance Officer (Housing)
SERVICE:	Housing & Community Services
SECTION:	Business Support (Housing)
BAND:	7
REPORTS TO:	Business Support Manager
RESPONSIBLE FOR:	2 x Performance Monitoring Officers 2 x Performance Administrative Officers
TYPE:	Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

The Council has clear ambitions for the future. These are set out in the Community Plan.

The purpose of this role is:

- Day to day management of 2 Performance Monitoring Officers and 2 Performance Admin Officers, holding regular performance management meetings (121's) and applying absence management procedures and other management tools as required.
- To support the delivery of the Council's priorities in particular the Housing Management Plan and Corporate Plan.
- In connection with the above personally provide clear leadership, advice, support and good service to managers across Housing and Community Services and the wider council
- Manage performance to ensure that expected outputs and targets are delivered
- The post holder will be expected to adopt a flexible, adaptable and developmental outlook to their work areas, recognising and responding to the rapidly changing environment in which the team works.
- Promoting best practise both internally and externally, liaising with partners and other local authorities and organisations

GENERAL INFORMATION

The Business Support Team is responsible for delivering robust business support to the Housing and Community Services business plan. The team will offer advice and guidance on performance, benchmarking, research, policy updates and procedures to ensure effective service delivery.

The objective of the Team is to facilitate service improvements through project management, project coordination, analysis of business cases, research, management of temporary or external project resource, and by influencing service managers to review and reengineer existing practises.

The Business Support team is tasked with driving forward improvements throughout Housing and Community Services, learning from customer feedback and developing a robust performance management framework for the service.

This role will co-ordinate the management of performance for Housing and Community Services to ensure that expected outputs and targets are delivered and provide advice and assistance to service managers on performance management, audit recommendations and customer feedback. The role will develop service improvement recommendations, directing a team of performance who will assist the Senior Performance Officer with implementation of those plans.

DUTIES

1. Provide day to day management of 2 Performance Monitoring Officers and 2 Performance Admin officers, including managing absence, carrying out sickness reviews, 121s and PMM meetings.

2. Provide up to date information on government legislation in relation to housing & community services including horizon scanning for changes that may affect the operational housing service.

3. Carry out disciplinary and recruitment functions in relation to Housing & Community Services as directed by the Business Support Manager or the Housing Management Team.

4. Deputise for the Business Support Manager. This will include attending meetings such as Housing DMT, Housing Senior Manager Performance Meetings and ad hoc meetings as requested by the Business Support Manager. To cover for the Business Support Manager during periods of annual leave and other absences, including daily management of staff.

5. Develop, adapt and review key performance indicators for Housing and Community Services, engaging with service managers and senior managers

6. Collate, interrogate, analyse and summarise data information gained from resident/stakeholder feedback and internal data and disseminate information

appropriately both internally and externally ensuring that recommendations are accepted and integrated into mainstream working.

7. Provide training/support and development of the team and organisation of their daily duties in the absence of the Manager.

8. In depth knowledge and understanding of IT systems to enable the support, research and development of these systems appropriate to the service. Providing effective business systems analysis upon request. Devise internal audit systems and processes to ensure data integrity

9. Develop best practise and establish and maintain benchmarking exercise and internal and external networking and liaison to drive continuous service improvements while providing research and analytical support

10. To manage the collection and input of data to build and analyse the profile of the Council's tenants and customers. Distribute trends to management team.

11. To support the Business Support Manager in promoting awareness of the inclusion and diversity policy and practises across Housing and Community Services. Support corporate initiatives to improve service through the use of Service User Data.

12. Lead, co-ordinate and investigate all complaints for Housing and Community Services, including MP, Councillor enquiries and complaints. Oversee and direct other team members to ensure targets are met and accurate responses are provided

13. To lead on the Tenants Scrutiny Panel and ensure any service improvement recommendations are engaged including customer feedback. To monitor the complaints and make suggestions to rectify the issues. Produce trend analysis reports on complaints for each service. Direct the Panel and present all stage 3 complaints to attempt resolution before ombudsman proceedings.

14. To manage the consultation process with customers to achieve continuous improvement in service delivery. Assist in reviews throughout Housing and Community Services to ensure services are adapted to meet the customer requirements.

15. Actively promote a performance management culture, maintaining and developing new methods for collecting and publishing performance information and support officers and senior managers with responsibility for performance.

16. Working closely with service managers to develop effective team/business plans and PI suites in line with the Councils Corporate objectives.

17. Develop and deliver bespoke training for staff across Housing & Community Services on performance, utilising Pentana and carrying out target setting either on a 121 basis or in a group.

18. Ensure service plans are focussed on the corporate objectives, and reflect the Council's approach to commissioning. Monitor service plans and support Senior Managers in achieving their objectives. Undertake qualitative and quantitative research that will support the strategic enhancement of the services and business plan operation

19. To act as the Pentana Performance Management Champion for Housing and Community Services. Monitor the Housing and Community Services area of Pentana, ensure any comments are smart and one to one training on the system for service managers and officers is provided as required.

20. Provide support and guidance on current corporate project management promoting effective project management systems within adopted methodologies within Housing and Community Services.

21. Assist the Business Support Manager in ensuring any new legislation is disseminated and implemented. Able to recognise and recommend changes in both policy/strategy and current practise where customer service or efficiencies would result

22. To manage the risk register for Housing and Community Services, ensure it is up to date at all times, targets are being met and variances are being reported to the Business Support Manager.

23. To prepare and present performance and project reports for the Senior Management Team. Review data collection methods and ensure that these are cost effective and efficient.

24. Provide an up to date library on policies and procedures. Provide support and guidance to contract administrators and Senior Managers as required. Liaise with the Contract Administrators and Corporate Procurement Team to ensure that up to date information is included on the contract register for Housing and Community Services.

25. Represent Housing and Community Services at regional, sub regional and county wide meetings relating to service improvement and performance agendas. Ensuring information is disseminated as necessary while maintaining support through to implementation if required.

26. Work closely with the Housing Strategy Team and other relevant service areas, identify and lead on service improvement, assisting them in updating processes and procedures

27. Manage & monitor projects within specified budgets and timescales. Analyse and report on Value for Money initiatives annually to all service managers, making recommendations for further efficiencies going forward.

28. To attend out of hours or evening meetings as required.

29. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

30. To undertake all the duties within the framework of Equal Opportunities

31. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Senior Performance Officer (Housing)	Date Prepared:	19th October 2017
Department:	Housing & Community Services	Band:	Band 7

AF= Application Form	I = Interview	T= Test

	REQUIREMENTS	Essential	Desirable	Assessed
1.	**EXPERIENCE AND KNOWLEDGE**			
1.1	Demonstrable experience of business improvement tools and techniques	✓		**AF/I**
1.2	Experience of customer focused work, including dealing with complaints at resolution stage	✓		**AF/I**
1.3	Up to date knowledge and understanding of performance measures, quantitative and qualitative data analysis, performance monitoring and performance management	✓		**AF/I**
1.4	Able to work on own initiative and exercise judgement within a broad area of responsibility	✓		**AF/I**
1.5	Strong IT skills including databases and spreadsheets	✓		**AF/I/T**
1.6	Ability to analyse and interpret complex information and understand the implications for business improvement	✓		**AF/I/T**
1.7	Ability to understand and manage projects to agreed timescales and budgets	✓		**AF/I**
1.8	Ability to understand and analyse/evaluate complex issues and develop appropriate strategies	✓		**AF/I**
1.9	Strong project management and analytical skills	✓		**AF/I**
1.10	Excellent literacy, numeracy and problem solving skills	✓		**AF/I/T**
1.11	Ability to innovate by conceiving and/or implementing new services or improvements to existing services	✓		**AF/I**
1.12	Effective team worker showing high levels of flexibility and adaptability	✓		**AF/I/T**
2.	**COMPETENCIES**			

	REQUIREMENTS	Essential	Desirable	Assessed
3.1	**RELATING AND NETWORKING** a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict e) Use humour appropriately to enhance relationships with others	✓		**AF/I/T**
4.1	**WRITING AND REPORTING** a) Writes clearly, succinctly and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well-structured and logical way e) Structures information to meet the needs and understanding of the intended audience	✓		**AF/I/T**
4.3	**ANALYSING** a) Analyses numerical data, verbal data and all other sources of information b) Breaks information into component parts, patterns and relationships c) Probes for further information or greater understanding of a problem d) Makes rational judgements from the available information and analysis e) Produces workable solutions to a range of problems f) Demonstrates an understanding of how one issue may be a part of a much larger system	✓		**AF/I/T**
5.1	**LEARNING AND RESEARCHING** a) Rapidly learns new tasks and quickly commits information to memory b) Gathers comprehensive information to support decision making c) Demonstrates a rapid understanding of newly presented information d) Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback) e) Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation)	✓		**AF/I/T**
6.1	**PLANNING AND ORGANISING** a) Sets clearly defined objectives b) Plans activities and projects well in advance and takes account of possible changing circumstances c) Managers time effectively d) Identifies and organises resources needed to accomplish tasks e) Monitors performance against deadlines and milestones	✓		**AF/I/T**

	REQUIREMENTS	Essential	Desirable	Assessed
6.2	**DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS** a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals	✓		**AF/I/T**
3.	**EDUCATION AND TRAINING**			
3.1	Experience of supervising or managing staff and dealing with disciplinary issues, sickness and absence management.	✓		**AF/I/T**
3.2	Educated to degree level or equivalent		✓	**AF/I**
3.3	Minimum of 2 years project and performance management	✓		**AF/I/T**