



## Cumberland Council

### Post Specification

<b>Date</b>	<b>October 2023</b>
<b>PG Number</b>	<b>7661</b>
<b>Post Title</b>	<b>Senior Manager – Performance and Insight</b>
<b>Job Family</b>	<b>Organisational Support</b>
<b>Job Family Role Profile</b>	<b>OS19</b>
<b>Final Grade</b>	<b>Grade 19</b>

To be read in conjunction with the job family role profile

#### Service Area description

As a new unitary Council, the post holder will need to make a considerable contribution to shaping a new organisation that will deliver modern, agile, inclusive services and outcomes for the residents and communities across Cumberland. The Council will consider and assess different models of service delivery and by acting as a facilitator, will work closely with residents and communities so they can identify what they need to thrive and be resilient and explore how services may be delivered, be they by the Council or partner organisations or through doing more for themselves.

The Council will be bringing different cultures and ways of working together from former legacy organisations, while forging ahead in setting out its own aspirations and vision for how it wants to deliver services to the communities of Cumberland. While there will be many things that feel similar on day 1, this will not be business as usual and the organisation will not stand still, going through significant transformational change. The role holder is part of the leadership team that needs to create a safe and inclusive working environment that provides staff within their function with the confidence to continue to deliver services during the transition and transformation of the new Cumberland council from previous councils' models.

As a leader in this organisation, the post holder will need to thrive in an environment of constant change and some ambiguity. They will need to be both stable (resilient, reliable, and efficient) to keep delivering safe and effective services and dynamic (agile, nimble, and adaptive) to transform and continually learn and develop.

#### Purpose of this post

The post holder will contribute to the leadership and direction of the Council, helping to shape and develop a high performing, efficient, entrepreneurial, compassionate and enabling organisation.

In guiding and leading the Performance and Analysis Team the post holder will ensure we make decisions that are evidence based, that a culture performance management is developed and embedded across our full range of services - and that we measure what matters to drive excellence in public services.

Through contextualised insights the post holder will ensure that we have a strategic understanding of local issues, challenges, opportunities and threats and support the work to address them through a well-developed and streamlined strategic landscape and policy framework for Cumberland Council that will ensure that we can meet our ambitions.

The post holder will work collaboratively across our full range of services to identify and research national and local best practice to drive improvements in our operations and support the corporate planning and business planning processes.

#### Key job specific accountabilities

1. To contribute to shaping and developing an innovative, ambitious and inclusive new Council through an ambitious, integrated and successful performance and analysis function.
2. Collaborate with and guide senior officers and members across the council to develop and define Key Performance Indicators (KPIs) and outcomes which align with corporate priorities.
3. Develop an approach to coaching and advising services on best practice in utilising data, research and evidence to improve service delivery and enhancing data quality.
4. Have a detailed and in-depth ability to analyse the factors that drive, impact, or affect performance in Cumberland and provide key strategic insights that build on the data and evidence.
5. Proactively build key relationships and work flexibility with a wide range of stakeholders across the council and externally to develop our approach to performance management, analysis and research.
6. Lead and develop the functionality of the corporate performance management team to ensure that the culture of performance management is embedded across the council.
7. To lead and manage the approach to developing our corporate performance framework, engaging with senior colleagues to define corporate outcomes and priorities as necessary.
8. To develop our approach to regular corporate and directorate reporting to support the best possible decision making across the council.
9. To support our approach to engagement and ensure the views of residents are captured through residents' surveys and other means of feedback to improve our understanding of the area and its services.
10. To develop appropriate and effective means of reporting data to a wide audience. This includes developing innovative corporate performance dashboards which provide senior leadership and Members with improved access to performance information on key priorities.
11. To develop and lead a corporate reporting process that reflects progress against corporate priorities and delivering on outcomes for residents.
12. To challenge areas of poor performance and utilise data to highlight areas where there is scope for improvement.
13. To lead and present regular and ad hoc data analysis to identify trends and patterns to inform decision making.
14. To work collaboratively with teams across the organisation to deliver key intelligence, analysis and insights to inform needs assessments, strategic decision-making and high quality commissioning.
15. Proactively engage with senior leaders and members outside the reporting cycle to ensure they are aware of current performance data and trends.
16. Ensure the performance function enables the most efficient and effective use of resources to bring about excellent value for money, and services are continuously improved to bring about more cost effective and streamlined delivery.
17. To manage and support the professional development of the members of the wider team.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

<b>Budget Responsibilities</b>	•
<b>Staff Management Responsibilities</b>	• Leading the Performance and Analysis Team
<b>Other</b>	•

**Essential Criteria - Qualifications, knowledge, experience and expertise**

- Significant experience of developing and leading performance management in a public sector context.
- Detailed knowledge of current issues affecting local authorities
- Detailed knowledge of performance management and service improvement methodology

- An understanding of, and practical experience with data analysis and visualisation tools that support the presentation of performance data and information
- Experience of working with complex policy issues, research and analysis.
- Experience of leading and contributing to successful joint working
- Experience of working in a complex and political environment
- Extensive experience of undertaking and presenting analysis and devising clear and high quality performance dashboards
- An understanding of data modelling, data warehousing and data interrogation.

**Traits, motives and competencies**

**Strategic thinking**

Is able to see the big picture and understand the implications for the council and the area

**Cultivate Innovation**

Creating new and better ways for the organisation to be successful.

**Customer Focus**

Building strong customer relationships and delivering customer-centric solutions.

**Manages Complexity**

Making sense of complex, high quality, and sometimes contradictory information, evidence, and data

**Instils Trust**

Gaining the confidence and trust of others through honesty, integrity, and authenticity.

**Action Oriented**

Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

**Ensures Accountability**

Holding self and others accountable to meet commitments.

**Optimises Work Processes**

Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

**Collaborates**

Building partnerships and working collaboratively with others to meet shared objectives.

**Builds Effective Teams**

Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.

**Disclosure and Barring Service – DBS Checks**

- This post does not require a DBS check.

**Job working circumstances**

**Emotional Demands**

- Minimal

**Physical Demands**

- Minimal

**Working Conditions**

- Minimal

**Other Factors**

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