

Role Profile

Directorate:	Customer and Place
Location:	Hybrid (Remote / Colindale, London NW9 4EW)
Job Title:	Performance and Risk Advisor
Grade:	Grade I (£35,496 to £39,564)
Post No.:	508560
Reports to:	Performance and Risk Manager

1. Purpose of Job

The post holder will maintain and promote a robust and effective performance and risk management regime. They will work collaboratively across the council, including with strategic contractors, to collate and review performance and risk information for reporting.

- Support the development/refresh of business plans outlining how the council's priorities will be delivered and performance and risk monitored.
- Provide assurance that the council's priorities are being delivered through effective performance and risk management arrangements, including with strategic contractors, ensuring that services are escalating issues for senior officers, partners and Members to consider.
- Collate performance and risk information for reporting to senior officer meetings, contract and partnership meetings, boards and committees - seeking commentary from senior officers - and support the final submission of performance and risk reports.
- Oversee, understand and maintain systems and processes for performance and risk monitoring and reporting, including provision of advice, guidance material and training to relevant officers and strategic contractors.
- Undertake research, analysis and interpretation to support senior officers in scrutinising performance and risk.

The post holder will have strong interpersonal skills and be able to establish and maintain effective working relationships across the organisation. They will demonstrate a good understanding of performance and risk management; have practical experience of maintaining systems, writing reports and creating dashboards; an ability to interpret complex subject areas and problem solve; and display excellent judgement and political awareness.

2. Key accountabilities/duties/responsibilities

2.1 Performance and risk management

- Support the development/refresh of business plans outlining how the council's priorities will be delivered and performance and risk monitored.
- Act as a business partner to services and strategic contractors (as specified by Head of Programmes, Performance and Risk), ensuring a good understanding of the services and/or contracts; and oversight, monitoring and challenge of performance and risk information for reporting to senior officers, partners and Members.
- Collate performance and risk information for reporting to senior officers, partners and Members. Check and challenge information to ensure accurate, including RAG ratings and Direction of Travel, and support the final submission of performance and risk reports.
- Ensure performance and risk data for reporting, central government return or benchmarking is recorded, checked, validated and published within agreed reporting timeframes.
- Advise stakeholders on escalation routes, in accordance with performance and risk management frameworks/protocols.
- Co-ordinate the collation and review of performance and risk information for specific services and strategic contracts e.g. act as risk champion.
- Produce regular monitoring reports/dashboards incorporating performance and risk information for senior officer meetings, contract and partnership meetings, boards and committees – including the strategic and escalated risk report for the Council Management Team.
- Produce the corporate risk register, including escalations from service/joint risk registers, for the Council Management Team and Committee.
- Publicise performance and risk information to all relevant stakeholders, including uploading performance data to the Open Data Portal.
- Identify potential performance and risk challenges at an early stage and work with services, including strategic contractors, to ensure causes are reviewed, wider implications are understood and actions are in place to tackle these.
- Track issues and commitments for strategic contracts.
- Undertake research/analysis, incorporating benchmarking information, and write briefing papers to support improvement activity. Share learning through presentations to networks, senior officer meetings, contract and partnership meetings, boards and committees.

- Undertake spot checks on performance and risk data, ensuring any data quality issues are communicated to services and strategic contractors and actions to remedy them are followed-up.
- Scrutinise and drive performance and risk improvement across the council, including with strategic contractors.

2.2 Performance and risk systems

- Oversee, understand and maintain systems and processes for performance and risk monitoring and reporting, ensuring the quality of data they contain throughout the year; and provide advice, guidance material and training to relevant officers and strategic contractors.
- Regularly review and initiate new ways of improving the collection and reporting of performance and risk information via current systems, as well as any future solution such as new software options.

2.3 Research, analysis and interpretation

- Ensure data is submitted to benchmarking clubs such as LG Inform and LAPS in required timeframes.
- Provide benchmarking analysis and ensure oversight of public performance data from other sources, such as LG Inform and LAPS, to allow senior officers and Members to challenge and scrutinise targets and results.
- Support and contribute towards projects/work relating to performance and risk management; research and data analysis, including benchmarking; quality of performance and risk data; business planning and reporting; improvement activity; value for money; unit cost / demand measurement; project management and assurance.

2.4 Communication

- Maintain a detailed understanding of the council's priorities.
- Communicate frameworks/protocols for performance and risk monitoring and reporting across the council and with strategic contractors.
- Support the performance and risk networks, ensuring officers responsible for performance and risk monitoring and reporting understand performance and risk management arrangements, including for strategic contracts.
- Provide support to officers responsible for monitoring and reporting on performance and risk.
- Provide support to the commercial team to ensure performance and risk management arrangements with strategic contractors are effective; and ensure performance and risk information is available for review at contract and partnership meetings, attending as required.

- Ensure actions from senior officer meetings, contract and partnership meetings, boards and committees are implemented through effective follow-up.
- Provide information to support senior officers, Members, auditors and inspectors in their respective roles.
- Establish and maintain effective working relationships with officers responsible for monitoring and reporting on performance and risk, including strategic contractors and other stakeholders.
- Communicate regularly with members of the team and wider service to ensure that opportunities for collaboration and knowledge sharing are maximised.
- Represent the Performance and Risk team both within and outside of the authority and promote the awareness and usage of performance and risk management techniques.

2.5 Change and Improvement

- Work with services and strategic contractors to ensure performance and risk information is accurate and accessible.
- Participate in external networks at local, regional and national levels on performance and risk management and feedback any learning and best practice.
- Research and disseminate best practice in performance and risk management and improvement in other councils and support internal communications.
- Deliver shared learning and training to services and strategic contractors to build capability in performance and risk management.

3. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.

This job description is not exhaustive and may change as the post or the needs of the council develop. Such changes will be subject to consultation between the post holder and their line manager and, if necessary, further job evaluation.

5. Council's Commitment to Equalities

Deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

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Knowledge, training and experience

- Educated to degree level or equivalent by experience, preferably in a performance or risk management environment
- Competent user of Power BI and Microsoft Office (specifically Word, PowerPoint, Outlook) and advanced user of Excel
- Knowledge of the principles of effective performance and risk management in a complex business
- Experience of working with performance and risk systems
- Knowledge and experience in managing commercial relationships (desirable)
- Excellent written and verbal skills, including report writing
- Experience of writing performance and risk management reports/dashboards, as well as research / policy briefings for a variety of stakeholders
- Experience of managing a mixed and varied workload of conflicting priorities, responding effectively to the needs of all stakeholders.

Skills

Planning, organising and controlling skills

- Ability to see issues within their broader context and conduct further research and analysis accordingly
- Proven ability to manage a complex workload and deliver high quality, accurate and timely work, including to deadlines, with minimum supervision. This requires an ability to identify matters which require urgent attention and able to manage conflicting priorities and respond to unexpected demands.

Communication and influencing skills

- Demonstrates a high level of personal drive and energy that sets an example to others
- Able to communicate effectively and persuasively with colleagues and other stakeholders at all levels
- Able to challenge, support, influence and engage senior management and other stakeholders in a professional and effective manner
- Able to work collaboratively and flexibly within a team, establish positive relationships and share information and ideas
- Ability to source, assimilate and analyse data and information relating to wide range of services and translate into an easily understood format
- Ability to analyse and interpret complex information quickly and produce findings

and recommendations for actions/areas of improvement

- Ability to prepare reports/dashboards, briefings and presentations on potentially complex issues and present to a variety of audiences in an effective and clear style.

Initiative and Innovation skills

- Able to demonstrate an understanding of how the organisation works, both formally and informally, and how political interests and policies impact the organisation and day-to-day work
- Able to work independently and as a member of a team according to the demands of service delivery
- Ability to maintain and develop performance indicators for services and use them proactively to improve performance
- Strong attention to detail so work is accurate, complete, error-free and timely
- A strong customer focus so that clients receive an excellent customer service
- Ability to promote workforce diversity and contribute to wider equality and diversity agenda.