

Role Profile

Directorate:	Growth and Corporate Services
Location:	Colindale, London NW9 4EW
Job Title:	Performance and Risk Manager
Grade:	Grade K (£47,841 to £52,866)
Post No.:	TBC
Reports to:	Head of Programmes, Performance and Risk
Line management:	Performance and Risk Advisor

1. Purpose of Job

The post holder will develop, maintain and promote a robust and effective performance and risk management regime. They will work collaboratively across the council, including with strategic contractors, to support and challenge services and ensure the council achieves effective outcomes for residents.

- Lead on performance and risk management, responding to local and national priorities and working closely with the Head of Programmes, Performance and Risk, senior officers and Members.
- Lead on 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.
- Produce regular monitoring reports/dashboards incorporating performance and risk information for senior officer meetings, contract and partnership meetings, boards and committees– seeking commentary from senior officers and gaining the appropriate approvals and clearance.
- Implement the performance and risk management frameworks and build performance and risk management capability across the council and strategic contractors.
- Lead on 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 comprehensive understanding of performance and risk management; have practical experience of developing 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

- Advise senior officers on performance and risk management and provide support to the Head of Programmes, Performance and Risk in annually reviewing performance and risk management frameworks/protocols to ensure they remain fit-for-purpose.
- Lead on the development/refresh of business plans outlining how the council's priorities will be delivered and performance and risk monitored.
- Develop and manage systems and processes for performance and risk monitoring and reporting, including provision of 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 solutions such as new software options.
- Lead on performance and risk monitoring and reporting arrangements in relation to the council's priorities and strategic contracts, including escalation routes.
- Act as a business partner to services and strategic contractors, 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. Check and challenge information to ensure accurate, including RAG ratings and Direction of Travel.
- 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 and present reports at meetings.
- 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.
- Advise on service credits in relation to contractual key performance indicators.
- Work closely with services, including strategic contractors, to monitor improvement plans.
- Track issues and commitments for strategic contracts.
- Develop and undertake an annual programme of 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.

- Annually review the data quality policy and spot checks programmes, ensuring clear criteria for selecting performance indicators and risks.
- 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.

2.2 Leadership and Management

- Provide strong, visible leadership on all aspects of performance and risk management to ensure a high quality of service provision.
- Lead 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.
- Lead and direct staff and strategic contractors outside direct line management on all phases of projects/work, as required.
- Lead, manage and communicate with staff in the team, promoting staff development and team work.
- Undertake appraisals and regular one-to-one meetings with staff, setting objectives linked to those of the wider team, service, directorate and council.

2.3 Communications

- 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.
- Co-ordinate and chair performance and risk networks, ensuring officers responsible for performance and risk monitoring and reporting understand performance and risk management arrangements, including for strategic contracts.
- Liaise with 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.

2.4 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 advise on improvement initiatives.
- Utilise knowledge of local government best practice, professional networks and research/analysis to make informed recommendations on service improvements in consultation with senior officers, strategic contractors and Members.
- Deliver shared learning and training to services and strategic contractors to build capability in performance and risk management.
- Raise the profile of performance and risk management in driving change and improvement in service delivery.
- Provide opportunities for feedback on the quality and appropriateness of services provided by the team and act on this to make improvements.
- Provide advice to senior officers, strategic contractors and Members on performance, risk and improvement issues, enabling and influencing better budget and resource allocation and driving value for money across the council.

2.5 Professional Development and Performance

- Maintain an ongoing knowledge of national developments related to research, data analysis, intelligence and associated technologies, innovations and best practices.

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 posts, 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. The Council's Commitment to Equality

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
- A thorough knowledge of the principles of effective performance and risk management in a complex business
- Experience of developing and managing 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

- Strategic thinking and flexible with the ability to pick up new policy areas
- Proven ability to manage a complex workload and deliver high quality, accurate and timely work, including to deadlines, without 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
- Strong leadership skills and able to communicate effectively and persuasively with colleagues and senior stakeholders
- 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; whilst motivating staff, setting objectives, planning ahead and prioritising workload to meet deadlines
- 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 determine the best course of action in a given situation, recognising process and protocol constraints
- Able to make sound and timely decisions based on an analysis of the relevant information and deliver innovative solutions to complex problems
- 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.