

JOB DESCRIPTION

JOB TITLE:	Corporate Performance Officer
MANAGED BY:	Head of Performance
GRADE:	9

ROLE OVERVIEW

Key accountabilities:	• Building performance data and reporting foundations • Supporting the implementation of a performance assurance business rhythm • Enabling scrutiny, insight and learning and evidencing impact
Key relationships:	KPI owners from all business areas, Directorate Leadership Teams, Corporate PMO, Grant Management and Assurance, Monitoring and Evaluation Team, Governing Boards

THE ROLE

Working in the Corporate Performance Team the Corporate Performance Officer will play an important role in delivering the Metro Mayoral priorities by supporting a consistent and collaborative, organisation-wide approach to managing performance - enabling impact and value to be evidenced, influencing regional investment and ensuring positive outcomes are realised for people, communities and the regional economy.

As the successful candidate you will be highly numerate with the ability to interpret data, you'll be organised and have experience working in a cross-organisational role. You'll also be a champion for a positive, transparent and supportive performance culture that focusses on learning. As part of a small team you'll be very visible and seen as a go-to person for day to day advice and support on corporate performance management.

This role presents an exciting opportunity to shape the way performance is managed, to help successfully embed a new approach and to support the Mayoral Combined Authority in its journey to Established Authority Status.

KEY RESPONSIBILITIES

You'll play a key role in supporting the MCA to reach the following performance maturity goals:

Measuring the right things:

- Create and manage the organisation-wide performance indicator index, ensuring there is alignment to the MCA's outcomes framework and a clear thread from project level indicators to Growth Strategy priorities
- Manage the corporate performance target setting process including compiling supporting benchmarking data

Reliable, timely and accessible data:

- Work with colleagues from across the business to identify sources and collate compliance, organisational and delivery data, quantitative and qualitative, for corporate and regulatory reporting
- Carry out data validation, identifying and highlighting data quality and accessibility issues, recommending and tracking improvements

Clear roles and responsibilities:

- Train and support colleagues to understand their roles and responsibilities within the performance management process

Accessible, automated, self serve reporting:

- Maintain and support development of a suite of internal and public facing corporate performance reports including increasing the level of automation from data source
- Manage access to corporate performance reports and provide training on meaningful use to a wide variety of stakeholders

Oversight and scrutiny, insight and learning:

- Help to develop a robust performance assurance process ensuring all stakeholders including external delivery partners, the Mayor and Committees receive the information they need to be assured and to make evidence led strategic decisions
- Interpret data, summarise insight, write and present reports to leadership teams, boards and committees. Correlate with relevant contextual information highlighting key topics for discussion and making recommendations for action

You'll also be instrumental in driving continuous improvement of the service, ensuring it is responsive to feedback, is flexible to evolve with changing needs and maximises the use of new technology and data innovations to improve automation, efficiency and effectiveness.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Highly numerate, with further education in a statistics related subject or evidence of continuous professional development/experience in a related field
- Knowledge of the importance of data quality, governance and ethics
- Understanding of the purpose and benefits of corporate performance management, specifically Key Performance Indicators
- Understanding of the nature and purpose of a public sector organisation
- Understanding of key local government politics, political structures and culture

Experience

- Experienced in working with a wide variety of data sources and formats (both qualitative and quantitative)
- Experienced in interpreting data, extracting key headlines and insight to report to a variety of audiences
- Experience of corporate governance processes and decision making
- Experience working in a cross-organisational role within a complex, multifaceted environment

Skills and Competencies

- Proficient user of technology specifically within the MS Office suite
- Ability to deal appropriately with confidential and sensitive information
- Ability to work at both operational and strategic level to gain a holistic understanding of an organisation
- Engaging and diplomatic communication skills with the ability to build successful relationships at all levels
- Ability to write clear, concise and engaging reports and narrative
- Confident in training or coaching a diverse range of stakeholders using a variety of methods
- Proactive, curious, solution focussed, resilient and highly organised

DESIRABLE

Qualifications and Knowledge

- Previous experience developing, using and maintaining Power BI reports or similar