

JOB DESCRIPTION

JOB TITLE:	Head of Performance
MANAGED BY:	Head of Strategy and Policy
GRADE:	HoS 1

BACKGROUND

The West of England Combined Authority is seeking to appoint a Head of Performance to join the Strategy and Innovation Directorate.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the Head of Strategy and Policy, the Head of Performance will be responsible for driving the development of a corporate performance function and putting in place the systems, processes and capability to embed a performance culture across the organisation.

They will:

- Design, implement and deliver a new corporate performance function for the Combined Authority.
- Steer the Corporate Leadership Team to agree key reporting requirements, and oversee the monitoring, management and reporting of these through CLT, Unitary Authority Chief Executives, and Committees

- Drive the implementation of the framework and work with managers across the organisation to support its adoption.
- Use the performance management framework to challenge colleagues to drive delivery of the Metro Mayor's and Combined Authority's priorities for the region.

KEY RESPONSIBILITIES

- Overall responsibility for the development of a performance management framework for the Combined Authority including designing an approach that allows assessment of delivery against priorities and that contributes to evidencing the impact the Combined Authority activity has for partners and residents.
- Building support from the CEO and Corporate Leadership team for delivering a new approach to performance management and for key indicators, drawing on best practice and innovation from across the M10 group of Mayoral Combined Authorities and beyond.
- Leading the embedding of a new performance framework across the organisation including identifying and addressing training needs. Working alongside other Heads of Service to influence change across the Combined Authority.
- Designing and recruiting a performance management team to support the delivery of the new performance management framework. Providing effective leadership and line management to develop a high performing team.
- Providing strategic leadership to the Corporate Performance function, leading the development of the corporate performance management framework and ensuring this is linked to the objectives in the Business Plan.
- Working with the Mayor's office to build support for the approach and identify focus and appropriate level of detail reporting to the Mayor.
- Putting corporate processes in place to ensure regular review and management of delivery performance, including regular reporting on the performance of the organisation to the Corporate Leadership Team identifying gaps, risks and challenges in delivery.
- Challenging Directors and Heads of Service to address risks to delivery of organisational priorities, including supporting work to identify solutions.
- Lead reporting on corporate performance to Audit and Scrutiny committees working with Democratic Services to ensure members are able to access the information they need.

- Collaborating with the Head of Policy to develop the Authority's annual Business Plan and lead development of quarterly progress reports, ensuring the Business Plan is aligned with the Mayor's priorities.
- Working in partnership with the Principal Economist in aligning the performance management and Monitoring & Evaluation Frameworks, including developing output and outcome indicators.
- Influencing colleagues within Grant Management & Assurance and the Programme Management Office to maximise the efficiency and alignment of project, programme, assurance and corporate performance reporting.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Degree level or equivalent standard of general education.
- Understanding of key local government politics, political structures and culture
- Good understanding of corporate decision making and constitutional matters

Experience

- Significant experience of organisational performance management, project and programme management
- Demonstrable experience of working in a complex political organisation, working in partnership to develop and deliver plans according to strategic priorities
- Track record of designing and managing public-facing processes and teams to ensure excellent customer service

Skills and Competencies

- Ability to constructively challenge and influence senior leaders
- Excellent communication and negotiation skills in a range of environments
- Ability to inspire and motivate staff and colleagues
- Ability to deal professionally and decisively with a range of often conflicting views, focusing on achieving shared outcomes
- Ability to build and manage relationships and partnerships with a focus on the long-term
- Ability to deal appropriately with confidential and sensitive information

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £14.21 - higher than the government minimum for **over 23s, currently £10.42 per hour**



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.