



Job Description and Person Specification

Post Title	Policy and Performance Manager
Post Level	Service Delivery Level 4
Service Area	Corporate Services
Grade	Grade 10
Post Level Descriptor	
<p>To lead and manage a group of staff in day to day delivery of services. Allocation of workload and effective staff management.</p> <p>Will be a role model and ensure staff are living the organisational values of :</p> <p>Aspire to be better Enable others Deliver on promises</p>	

Purpose of the Post

- To manage a number of small to medium teams of employees, with a small number of direct reports following the Council's HR policies, procedures and practices
- To account for a medium budget.
- Schedule and allocate work for the team(s) on a medium to long term basis
- Plan events and/or projects over the medium to long term
- Contribute to the development of longer term plans and projects.
- Responsible for the day to day use and maintenance of equipment used by the team
- To ensure regular two way communication and engagement with the team
- To take responsibility for the Health and Wellbeing of the team.
- To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility
- To ensure self and team have the highest regard for customer service whilst understanding the need to effectively manage the demand for services
- To always portray a positive image of the Council to employees and customers and deliver on promises
- To ensure the team aware of Council services available and able to sign post customers as required.
- To fulfil responsibilities as a corporate parent
- Ensure the team's work location meets general health and safety standards and is presentable at all times and to ensure the team are aware of health and safety responsibilities
- To take a proactive approach to self development and keep an up to date working knowledge of best practice associated with the area of work.
- To be responsible for the overall performance of the team and all associated Human Resource related matters.
- To embrace opportunities for change and to encourage new ways of working including the use of technology

Service Specific Tasks

- To ensure that the councils performance management framework is fully embedded within all parts of the council
- To provide advice and support to ensure a corporate approach to policy development is embedded and that cross cutting policy issues are analysed and understood across the Council
- To ensure that intelligence is an integral part of the strategic planning and service improvement process
- To support the organisation through any external inspection process
- To advise the organisation on key policy agendas, such as Equality and Diversity

Performance Standards

- The need to adhere to Council's Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct
- The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information
- The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council
- The need to observe and implement the Authority's information governance policies and procedures, including the security of information assets and data.
- Willing to carry out a similar job role in other service areas as required.
- Demonstrates flexibility in their approach to work
- Creates an environment which enables individuals to speak up and challenge.

Competency Requirements

Engaging People - Level 2

Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.

Delivering On Or Promises Level 2

Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.

Delivering On Customer Outcomes Level 2

Delivering a customer focused service across the team.

Enabling Change Level 2

Creating and enabling an environment that encourages the acceptance of change within teams.

Aspiring To Be Better Level 2

Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.

Working Together Level 2

Promoting collaborative relationships with others to deliver an excellent customer focused service.

Person Specification	
Responsible To	Senior Manager. Policy, Performance and Research
Responsible For	Policy, Intelligence and Research Advisor

Factor	Essential	Desirable	Assessment means
Skills, Knowledge and experience	<p>Ability to use relevant knowledge in order to develop solutions or deal with issues</p> <p>Ability to manage a range of different teams</p> <p>Ability to follow and apply Human Resource policy and guidance</p> <p>Experience of managing people</p> <p>Experience of budget management</p> <p>Experience of managing change</p>		
Qualifications and Training	Qualified to degree or equivalent level in a relevant field with significant experience.		
Special Requirements			