

Job Description

Post title	Planning & Performance Manager
Grade	N11
Directorate	Operations
Team	Policy, Planning & Performance
Reporting to	Principal Planning and Performance Lead
Responsible for	No direct line management

Job Purpose

The Planning & Performance Manager plays a key role in delivering the North East MSA's corporate planning and performance arrangements. Working at the centre of the organisation, the postholder will lead the implementation and day-to-day management of the Authority's planning and performance frameworks, ensuring that strategic priorities, missions and Mayoral commitments are translated into clear plans, measurable outcomes and effective performance reporting.

The role will provide professional leadership for corporate planning and performance processes across the organisation, working closely with directorates, services and senior managers to ensure plans are aligned, evidence-based and focused on delivery. The postholder will coordinate the annual planning cycle, oversee corporate performance reporting and support the development of a culture of accountability, learning and continuous improvement.

The Planning & Performance Manager will act as a trusted advisor to managers and services, providing challenge, support and expertise to strengthen planning, performance management and organisational effectiveness. Working alongside colleagues in policy, programme assurance, finance, technology and data and insight functions, the postholder will help ensure that the Authority has a coherent line of sight from strategic priorities through to delivery and impact. This reflects the wider corporate planning and performance responsibilities established for the MSA's planning and performance function.

Duties and responsibilities

Corporate Planning and Delivery

- Lead the coordination and implementation of the Authority's corporate planning framework, ensuring a consistent and proportionate approach to business, service and delivery planning across all directorates.
- Manage the annual corporate and service planning cycle, providing guidance, challenge and support to ensure plans are aligned with the Corporate Plan and available resources.
- Support the development and annual refresh of the Corporate Plan and associated delivery plans, ensuring strategic priorities are translated into clear objectives, activities, outputs and outcomes.
- Work with services to identify dependencies, risks and delivery challenges and ensure these are appropriately reflected in planning and performance arrangements.
- Support senior managers to develop realistic, deliverable and outcome-focused plans that support organisational priorities and statutory responsibilities.

Performance Management and Reporting

- Lead the operational delivery and ongoing development of the North East MSA's Performance Management Framework.
- Coordinate the maintenance and refinement of performance measures, baselines, targets and reporting arrangements across corporate and service-level activity.
- Manage the production of quarterly, six-monthly and annual corporate performance reports, ensuring information is timely, accurate, insightful and focused on strategic decision-making.
- Identify emerging performance issues, risks and opportunities, escalating matters appropriately and supporting services to develop improvement actions.
- Support the delivery of Mayoral stocktakes, Senior Leadership Team performance discussions, Committee reporting and other performance governance processes.
- Work with Data, Analysis and Insight colleagues to improve the quality, consistency and accessibility of performance information and reporting.

Business Partnering and Organisational Improvement

- Act as the lead planning and performance business partner for designated directorates and services.
- Build effective relationships with managers and service leads to strengthen performance management capability and embed good planning disciplines.
- Provide professional advice, support and constructive challenge on planning, performance, outcomes, indicators and reporting requirements.
- Promote the use of evidence, insight and learning to drive continuous improvement and inform decision-making.
- Support organisational development initiatives that strengthen accountability, performance culture and outcomes-focused delivery.

Governance, Assurance and Continuous Improvement

- Support the operation of corporate governance arrangements relating to planning and performance, including Cabinet, Audit and Standards Committee, Overview and Scrutiny Committee and Senior Leadership Team reporting.
- Work with Programme Assurance, Risk, Finance and other corporate teams to ensure alignment between planning, performance, risk and resource management processes.
- Identify opportunities to streamline and modernise planning and performance processes, including the use of technology, dashboards and automation.
- Contribute to the development of corporate frameworks, methodologies and guidance that support organisational effectiveness and continuous improvement.

Leadership, Management and Corporate Contribution

- Support the Head of Policy, Planning and Performance and Principal Planning & Performance Lead in developing a high-performing, collaborative and user-centred service.
- Provide day-to-day supervision, coaching and development for officers where applicable.
- Promote the Authority's values and behaviours, fostering a positive culture of collaboration, learning and innovation.
- Contribute to wider corporate initiatives and organisational priorities as required.

Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East MSA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained, and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals, and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are, and we use them to anchor all that we do. The North East MSA values are:

- Strive for brilliance.
- One team.
- Drive sustainability.
- Make it happen.
- Be inclusive.

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

This post is not subject to a disclosure.

- **Politically restricted**

The North East MSA has designated that this post is not politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Person Specification:

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	Degree or equivalent experience, ideally in public policy, business, performance management, organisational development, or other relevant field.	- Postgraduate qualification (e.g. MSc, MBA) in a relevant field. - Training or accreditation in performance management, organisational development, project management or continuous improvement.
Experience	- Experience working in fast-paced environments with competing priorities. - Significant experience of corporate, service or business planning within a large or complex organisation. - Experience of developing and managing performance frameworks, measures and reporting processes. - Experience producing high-quality performance reports for senior leaders, boards, elected members or equivalent governance structures. - Experience of working across organisational boundaries to influence, challenge and support delivery. - Experience of improving organisational processes, performance management arrangements or planning frameworks. - Experience using data, evidence and insight to inform planning, performance and improvement activity.	- Experience within local government, a combined authority, mayoral authority or wider public sector environment. - Experience managing and developing employees and leading a high-performing team.
Skills and Knowledge	- Strong understanding of corporate planning, performance management and organisational improvement. - Excellent analytical and problem-solving skills. Ability to interpret complex information and present clear recommendations. - Strong report-writing, presentation and communication skills. Ability to manage multiple priorities and deadlines.	- Knowledge of strategic planning within a political environment. - Understanding of outcomes frameworks, evaluation and benefits realisation. - Experience of performance reporting systems, dashboards or business intelligence tools.

	• Strong stakeholder management, influencing skills and ability to build strong, collaborative relationships across services. • Understanding of governance, accountability and performance reporting requirements. • Ability to facilitate planning and performance discussions with managers and senior stakeholders. • Strong organisational skills, with the ability to manage multiple deadlines and maintain high standards under pressure. • An understanding of the vision and strategic priorities of the North East MSA.	
Personal Qualities	• Strategic and outcomes-focused. • Collaborative and relationship-oriented. • Resilient, adaptable and comfortable working in a dynamic political environment. • Highly organised and self-motivated. • Credible and confident in providing challenge. • Committed to continuous improvement and innovation. • Strong commitment to integrity, accountability and public service values.	• Experience of acting as an internal consultant or trusted advisor.
Additional Requirements	• Ability to work flexibly, including out-of-hours commitments linked to governance or reporting cycles. • Willingness to travel within the region and to external meetings as required.	