Job Description

Post title	Performance & Policy Officer
Grade	N7
Directorate	Operations
Team	Policy, Planning & Performance
Reporting to	Principal Planning and Performance Lead
Responsible for	No direct line management responsibility

Job Purpose

The Performance and Policy Officer will provide high-quality coordination and business support across the full Policy, Planning and Performance team. The post holder will help ensure the team operates effectively, supporting the North East MSA to enact its strategic objectives, missions and Mayoral priorities through evidence-based policymaking backed by clear delivery plans, and underpinned by effective performance reporting.

The role will support a broad range of team workstreams, including corporate planning, performance reporting, policy development, stakeholder engagement, meeting coordination, budget administration and team processes. The postholder will maintain accurate records, coordinate effective information-sharing, support the production of reports and briefings, service meetings and workshops, and help ensure that actions, deadlines and reporting requirements are managed effectively.

The postholder will work collaboratively with colleagues across the Policy, Planning and Performance team and wider organisation, supporting cross-team working and helping to maintain strong links with delivery directorates, corporate teams, local authorities and other partners where required.

Duties and responsibilities

Policy, Planning and Performance Support

- Provide coordination and administrative support across the full Policy, Planning and Performance team, including policy, corporate planning, performance reporting and improvement activity.
- Support the development, refresh and maintenance of corporate planning materials, including the Corporate Plan, delivery plans and associated planning documentation.
- Assist with the coordination of planning processes, including maintaining trackers, templates, action logs and supporting information.

- Support the development, refresh and maintenance of corporate planning materials.
- Assist with the collection, collation and quality assurance of performance information from services and directorates.
- Support the preparation of quarterly, bi-annual and annual corporate performance reports through coordinating inputs, maintaining information and drafting supporting material.
- Support reporting into relevant governance arrangements, including Mayoral stocktakes, SLT performance discussions, committee reporting and programme board processes.

Policy and Strategy Support

- Provide practical support to policy and strategy workstreams across the team, including coordinating inputs from colleagues, services and partners.
- Support the preparation of policy briefings, research summaries, meeting notes and background material for senior stakeholders, elected members and internal teams.
- Support engagement with delivery directorates and corporate teams to gather information, track progress and coordinate responses.
- Support equalities-related activity, including administration of equalities objectives reporting and supporting the coordination of Equality Impact Assessments where required.
- Help maintain team resources, shared records, guidance, templates and evidence bases to support consistent policy, planning and performance practice.

Governance, Meetings and Stakeholder Coordination

- Organise and service internal and external meetings, workshops and working groups, including preparing agendas, coordinating papers, taking notes and tracking actions.
- Provide secretariat support for policy networks, local authority engagement meetings, stakeholder roundtables and other PPP-led forums where required.
- Maintain action logs, decision logs, risk registers, forward plans and other governance documentation.
- Support the team to follow up actions and manage deadlines across multiple workstreams.
- Arrange and support stakeholder meetings, maintain records of engagement activity and coordinate follow-up actions
- Respond to enquiries and information requests in a timely and professional manner.

General Policy, Planning and Performance Team Support

- Provide flexible support to the Head of Policy, Planning and Performance and wider team on ad-hoc requests, briefings, reporting and coordination tasks.
- Coordinate practical team activity, including away days, team meetings, intranet content, shared documents and team forward plans.
- Provide budget administration support, including processing invoices, raising purchase orders and maintaining relevant financial records where required.
- Support communications activity linked to policy, planning and performance work, including coordinating content for internal updates, intranet pages or corporate communications.
- Work collaboratively across the team, contributing to a positive, organised and responsive service.

Corporate Contribution

- Build and maintain effective working relationships across the North East MSA and with external partners.
- Promote the Authority’s values and behaviours, contributing to a culture of collaboration, accountability, continuous improvement and public service.
- Undertake any other duties commensurate with the level of responsibility and competence of the post.

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: Performance and Policy Officer

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 project management, business, public policy or another relevant field.	
Experience	• Experience of providing administrative, programme, policy, planning or performance support in a complex organisation. • Experience of organising meetings, preparing papers, taking notes and coordinating actions. • Experience of maintaining records, trackers, governance documents or reporting information. • Experience of supporting the production of briefings, reports, presentations or management information. • Experience of working with a range of internal stakeholders and supporting cross-team working. • Experience of managing multiple priorities, deadlines and workstreams.	• Experience within local government, a combined authority, mayoral authority or wider public sector organisation. • Experience working with performance information, dashboards, reporting systems or data management tools. • Experience of using Microsoft Copilot (or similar AI-enabled productivity tools) to improve efficiency, draft documents, and streamline routine business processes.
Skills and Knowledge	• Excellent organisational and administrative skills, with strong attention to detail. • Strong written and verbal communication skills, with the ability to present information clearly and accurately. • Ability to coordinate information from different people, teams and sources. • Ability to manage competing deadlines and maintain high standards of accuracy. • Strong IT skills, including Microsoft Office and collaborative working tools. • Ability to maintain accurate records, action logs, forward plans and reporting information. • Ability to build positive working relationships across teams and with external stakeholders.	• Understanding of corporate planning, performance management, governance or policy development.

	• Ability to work flexibly across a broad team remit and adapt to changing priorities.	
Personal Qualities	• Highly organised and proactive. • Collaborative and team-focused. • Reliable, professional and discreet. • Flexible and adaptable. • Confident working with a range of colleagues and stakeholders. • Committed to accuracy, quality and continuous improvement. • Able to work independently while knowing when to seek advice or escalate issues. • Committed to equality, diversity, inclusion and public service values.	
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.	