

Role Profile

Job Title:	Performance Officer
Location:	Colindale
Department:	Highways
Directorate:	Environment
Grade:	J
Type of Working:	Hybrid
Reports to:	Programme Support Manager

1. Job Purpose:

Working within the PMO Team this role is an opportunity to lead in establishing, implementing and managing a performance management framework for the Highways Service and its suppliers.

You will contribute towards the continued improvements of the Highways Service and its performance-focused culture. You will be immersed in an environment of performance, audits and risk where your skills in communication, problem solving, and can-do attitude will be drawn upon to help deliver the department's contractual responsibilities, local projects and improvements to the service.

You will be the lead on performance reporting and analytics for the service, collating and coordinating performance reports and risk registers. You will support the Senior Management Team in the monitoring of performance and risk registers and identification of measures to deliver corrective action. You will support internal and external audits.

You will undertake performance and risk analysis and propose service improvements to the Senior Management Team. You will review and monitor the effectiveness of the service's performance measures and make recommendations on changes to drive continuous improvement within the service.

You will be the main point of contact for the Highways Service's subcontractors and delivery partners in all matters relating to performance management. This includes proposing appropriate performance measures, methods of calculation and reporting processes. You will analyse the outputs and identify the root causes of any failures to report directly to the Senior Management Team.

You will always maintain professional standards and deliver customer service excellence. Your performance will positively impact the operational outcomes and efficiency of the service and its suppliers.

2. Key accountabilities:

- To work with internal and external partners including our Term Maintenance Contractor and Resilience suppliers to collect and co-ordinate analysis of data, providing baseline information, setting targets and monitoring performance.
- Collating, authoring and analysing performance reports for a variety of stakeholders.
- Delivering performance updates at meetings with colleagues and managers.
- To support heads of Service in identifying trends and root causes of performance issues by conducting deeper analysis.
- Monitoring performance indicators to minimise risk of underperformance.
- Maintaining the Highways risk register.
- Delivering risk updates at meetings with colleagues and managers.
- Maintaining and developing the Highways audit programme & corrective action register.
- Supporting colleagues and managers before, during and after internal and external audits.
- Carrying out internal spot-checks and audits and publishing findings and recommendations. Ensure actions are completed in a timely manner.
- Delivering audit updates at meetings with colleagues and managers.
- Conducting performance and risk analysis and proposing process changes to deliver service improvements.
- Leading on and contributing to special projects as required.
- Engaging with stakeholders to promote and develop a performance-focused culture. You will actively champion the effective use of data to measure and drive improved performance both within the service but also with the service's subcontractors and delivery partners.
- Supporting the Senior Management Team to deliver excellence in Highways performance. You will continuously review the service's performance measures to ensure they remain aligned to changing service and wider Council objectives and support the culture of continuous improvement.
- Act as the 'Information Asset Owner' for the Highways Service. This involves maintaining the inventory of information assets processes by the Highways service for the purposes of management of Data Protection compliance. In that capacity you will be the go-to person within the service for all Data Protection matters and the link with our data protection subject matter experts within Barnet Council.
- To liaise and deal courteously and in line with policy with all enquiries from elected Members, members of the public, and stakeholders to deliver service excellence, including

the preparation of high quality, factual, letters, technical reports and other documents as required.

- To attend internal and external meetings and represent the service at public and other meetings as directed, maintaining service excellence and customer care at all times.
- To take ownership of personal training and development needs, completing all specified training to standard and to time, and keep up to date with latest industry developments.
- To ensure compliance with all Health & Safety legislation and associated codes of practice and Council policies.
- To carry out all duties with due regard to the Customer Care, Equalities, Information Governance, Data Protection, GDPR, Financial Regulations and Health and Safety policies and procedures.
- To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined, subject to the proviso that normally any changes shall be incorporated into the job description documentation.

3. Financial Responsibilities:

- To highlight to the Senior Management Team any financial performance issues or risks identified in the Service.
- To identify process inefficiencies and recommend business improvements across the Highways service to deliver improved outcomes with reduced cost against annual budget of circa £20M.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

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In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
You must be qualified to degree level or equivalent, with a minimum of 2 years Post-Graduate Experience	Essential	Application/Interview
Experience & Knowledge		
A strong understanding and experience of Performance Management with proven ability to apply this to improve operational outcomes	Essential	Application/Interview
Experience of data analysis and working with complex data sets to understand operational efficiencies and recommend business process improvements	Essential	Application/Interview
Experience in root cause analysis and problem solving using analytical techniques and previous learned experience, applied and theoretical knowledge	Essential	Application/Interview
Experience of setting up and monitoring Key Performance Indicators to ensure service targets are being achieved	Essential	Application/Interview
Proven track record of delivering positive outcomes	Essential	Application/Interview
Experience and knowledge of Risk Management	Essential	Application/Interview
Experience of identifying and implementing business process improvement.	Essential	Application/Interview
Developing commercial awareness	Essential	Application/Interview
Strong awareness of SHE considerations	Essential	Application/Interview
Experience of using Microsoft 365 and reporting tools such as Power BI.	Essential	Application/Interview

Experience working in either a local authority, performance, audit, risk or contract delivery environment	Desirable	Application/Interview
Good working knowledge of highways operations and associated operational processes.	Desirable	Application/Interview
Understanding for Data Protection Act 2018 and the principals of best practice for processing of personal information	Desirable	Application/Interview
Skill & Ability		
Ability to work without supervision and take own initiative.	Essential	Application/Interview
Ability to use initiative to seek out opportunities for improvement and explain potential benefits	Essential	Application/Interview
Able to research unfamiliar topics and gain knowledge from subject matter experts	Essential	Application/Interview
Able to proactively support performance management techniques and use of utilisation tools/ methods	Essential	Application/Interview
Able to interpret business requirements and devise suitable metrics that can be measured quantitatively		
Excellent verbal and written communication skills with ability to write reports describing achievements, challenges, plans and outcomes	Essential	Application/Interview
Able to write reports describing achievements, challenges, plans and outcomes	Essential	Application/Interview
Ability to explain complex situations to the uninitiated in simple terms and provide good professional/ technical advice	Essential	Application/Interview
Able to champion cultural change using knowledge and experience of performance management best practice		
Excellent numeracy skills with the ability to understand complex technical data and documents	Essential	Application/Interview
Ability to critically assess data and written reports ensuring accuracy	Essential	Application/Interview
Ability to challenge established ways of working and propose alternatives	Essential	Application/Interview
Ability to prioritise and plan to tight and often conflicting deadlines	Essential	Application/Interview
Ability to think outside the box to solve performance related problems calling on learned knowledge and passed experience		

Demonstrable customer care skills	Essential	Application/Interview
Confident in dealing with day-to-day performance issues as they arise	Essential	Application/Interview
Ability to keep good work records	Essential	Application/Interview
Strong IT skills	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with	Essential	Application/Interview

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partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview