Strategic Performance and Improvement Officer (Housing)

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| About Aberdeen City Council |
| **Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.**  The [Local Outcome Improvement Plan 2016 – 2026](https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](http://communityplanningaberdeen.org.uk/useful-links/), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:   * Prosperous Economy - Aberdeen has a flourishing, thriving and successful local economy. * Prosperous People - People in Aberdeen are happy, healthy and enjoy positive life outcomes. * Prosperous Place - People experience Aberdeen as the best place to invest, live and visit. * Enabling Technology - Innovative, integrated and transformed public services.   To deliver our promises to the city of Aberdeen, our focus is on:   * Empowering staff to meet priority outcomes * Empowering the communities, we serve to be self-sufficient * Early intervention and prevention of harm to the people, place and economy of Aberdeen * Connecting with citizens, customers and partners through our use of digital * Using data and information to help us understand the demand on the Council and how we can better meet our outcomes * Being entrepreneurial - creative and innovative in how we do our business.   We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.  Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams. |
| About the Customer Function |
| This function is responsible for the management of the Aberdeen City Council customer ‘platform’, consolidated customer functions and has the duty of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.  The function is there to offer more of our service delivery to be offered through digital means; to enforce customer standards and to, over time, build deeper and broader services directly through to customers and communities and away from ‘services’. The role is highly reliant on the IT and business intelligence functions and the owner of the Strategic Digital Partner. |
| About the Data and Insights Cluster |
| The cluster is responsible for identifying social, economic and digital tends; how they will impact our city in future; and how we can meet these needs through stronger partnership working. At an instructional level the cluster is responsible for understanding why people use our services, how they access our services and analysing information to understand the impact of the service. The cluster has a role in identifying outcomes which will reduce demand for services across the Council. |
| About the **Quality Assurance and Performance Management** team |
| The Quality Assurance and Performance Management team sits within the Data and Insights Team which provides the corporate lead for the development and delivery of strategic and operational performance management and improvement. The team ensures high-quality analysis and evaluation of key data and information to support the strategic objectives of the Council and leads in the design, development and maintenance of the strategic corporate performance management framework. It enables functions to have access to up-to-date and robust Performance Management and Improvement support, tools and techniques to secure continuous improvements to service delivery. |

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| About the Role | | | |
| Support the QA & PM Manager in leading and providing professional advice and effective management of development and delivery of strategic and operational performance management for the Early Intervention and Community Empowerment cluster as part of the wider Council’s Business Intelligence & Performance Management function.  Lead and maintain the performance and reporting overview for the Council in relation to respective cluster/service performance, in particular Early Intervention and Community Empowerment and work with internal and external partners to demonstrate performance improvement across the organisation and the wider Community Planning Partnership  To produce and provide high-quality analysis and evaluation of key data and information to provide insight which supports the strategic objectives of the Council and its Early Intervention and Community Empowerment cluster and lead in the design, development and maintenance of the strategic corporate performance management framework, including benchmarking, quality assurance and operational reporting.  The role supports functions with access to and implementation of up-to-date robust Performance Management and Improvement systems, tools and techniques they need to secure continuous improvements to service delivery in line with organisational priorities and objectives and our statutory duty of continuous improvement. | | **Job Title** | Strategic Performance and Improvement Officer (Housing) |
| **Pay Grade** | 13 |
| **Location** | Marischal College |
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| Key Outcomes and Task Examples | | | |
| The post holder will deliver: | Examples of related tasks: | | |
| * Lead and maintain performance monitoring, analysis and reporting for the Councils Early Intervention and Community Empowerment cluster/service to senior management and Committee levels to inform strategic planning and continuous improvement in line with the Councils strategic objectives. | * Undertake the production and reporting of statutory and operational performance and analysis trends for the respective cluster/service areas * Production of Committee Performance Reports as part of ACC Committee reporting schedule, as well as providing analytical support on the performance data and for any ad-hoc reports requested by SMT/CMT and elected members | | |
| * Lead the implementation and use of the Council’s Performance Management Framework and relevant systems using evidence-based approach to demonstrate outcomes and impact in alignment with strategic and operational objectives for the Council functions. | * Undertake quantitative and qualitative data analysis to produce service level reports, providing business intelligence and analytical detail on the impact of the framework for forward strategic planning * Undertake research of best practice, benchmarking with peers and trend information to inform target setting and continuous improvement | | |
| * Lead on developing and maintaining statutory and regulatory reporting requirements in line with Legislation. Reporting to the Scottish Government, the Scottish Housing Regulator and Scotland’s Housing Network and HouseMark benchmarking bodies. Responsible for planning and delivering on the new self-assessment requirements as directed by the Scottish Housing Regulator and responsible for ensuring that proper procedures are established and operating satisfactorily to allow audit of our regulatory reporting through SHR and internal, and external data validation, demonstrating that we meet the requirements of the Social Housing Charter and evidencing the achievements of the Charter outcomes. | * Production, validation and submission of statutory performance data. Quality checking of the data to ensure accuracy and compliance with regulatory guidance * Production of an annual report to tenants evidencing our annual assurance statement compliance | | |
| * To lead the design and technical build of SAP BusinessObjects Business Intelligence reporting solutions working with stake holders and key users, managing data to interpret business requirements and build and design SAP Business Intelligence reporting solutions in order to meet business, operational and statutory reporting requirements, including writing, debugging and developing Business Objects reports and queries and integrating SQL scripting. | * Technical build of SAP Business Objects reports using highly complex formulas and queries to provide high quality data, analysis and evaluation of the said data * Selection and use of appropriate complex approaches methods/methodologies for data collection, analysis and reporting | | |
| * Collaborate with ACC colleagues in order to maintain function and cluster level performance portfolios by providing an evidence base to inform statutory reporting, strategic level inspections, self and joint evaluation, planning, risk management and service improvement. | * Provide the high-quality analysis and evaluation of key data and information to support the strategic objectives of the Council and its services and lead in the design, development and maintenance of the strategic corporate performance management framework, including the introduction of benchmarking | | |
| * Provide support and professional advice in the application of strategic performance and improvement, reporting benchmarking, strategy and policy development, strategic level inspections and other relevant areas with internal and external partners to ensure consistency and best practice. | * Actively understand the national data landscape and public authority performance improvement and reporting frameworks and be able to show an appreciation of linkages to the respective national and local policy and strategy contexts/delivery for one or more areas of service which are critical to delivery of the City's Local Outcome Improvement Plan 2016-2026 | | |
| * Represent the QA & PM Team and have an active role as Improvement Advisors at the operational improvement, steering and action plan groups. | * Represent the Data and Insights Team at working groups and project boards with internal and external partners and competently handle competing demands for completion of projects or elements of projects by negotiating deadlines | | |

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| Role Requirements | |
| This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements. | |
| Minimum Qualification(s) / Certificates / Memberships etc. required | * Educated to degree level or equivalent experience |
| As a minimum, demonstrate skills and experience in | * Effective use of qualitative and quantitative data to inform strategic planning, policy and performance of services and utilisation of robust predictive techniques to aid planning of resources for continuous improvement * Experience in leading and maintain performance management and quality assurance systems, monitoring, analysis and reporting at a strategic level in alignment with contextual understanding of service provision and requirements * Ability to interpret and analyse data into intelligence using this as evidence to inform service improvements and planning to achieve outcome focused results * Undertaking detailed research and presenting information in a variety of formants suitable to the anticipated audience * Writing reports to present data and information clearly to a range of audiences for example elected members and the public * Ability to design and support implementation of improvements in line with national frameworks and improvement programmes which lead to positive change * Working within or with a public-sector organisation |
| As a minimum, demonstrate an understanding of | * Housing Legislation |
| Demonstrate commitment to | * Report and provide accurate, robust performance information to inform performance and improvement across the organisation * Ensure confidentiality and compliance with the General Data Protection Regulations * Maintain the highest standards of customer care |
| Other requirements |  |

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| Our Guiding Principles | |
| We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other: | |
| Purpose | We care about our purpose, our people and our city |
| Pride | We take pride in what we do and work to make things better |
| Team | One team, one council, one city |
| Trust | We trust each other and take responsibility |
| Value | We value each other and recognise a job well done |

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| Function | Commissioning | Version Date | 18/09/2019 | | |
| Cluster | Business Intelligence and Performance Management | JE Number | 7998 | Capability Framework Level |  |