



Role Profile

Performance Improvement and Planning Assistant			
Reference No.	A4940	Type	Individual
Service	Resources, Contracts and Quality Assurance (Performance Improvement and Planning)		
Job Family	Para Professional 3	Grade	FC5

Purpose
To provide specialist support to the Performance, Improvement and Planning (PIP) Team through the design and maintenance of systems and processes for the collection, storage, analysis and reporting of performance and other statistical information.
To manage and maintain key sources of information and data in relation to quality assurance of care providers, undertaking data analysis and providing regular reports to relevant assurance groups.
To work with Care Provider Assurance groups and PIP to carry out agreed tasks and roles which support the effective delivery of service and improvement activities.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting in all aspects of service delivery relating to: <ul style="list-style-type: none"> Quality assurance Planning Performance Management Improvement Process Management 	<p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent, in related discipline e.g. Management or equivalent experience in related discipline</p> <p>Qualified in numerate, quality, process improvement or research related discipline</p>	✓	✓

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Assisting in day-to-day provision and management of services including responding to client enquiries, monitoring and maintenance.	Experience of working in a performance, planning, quality or improvement environment Experience of working in a public sector environment where there are complex information streams e.g., NHS or local government	✓	✓
Contributing to the development and maintenance of improvement projects and systems.	Experience of using a variety of management information systems Knowledge of the principles and practice of process management	✓	✓
Taking responsibility for agreed elements of work, for example: <ul style="list-style-type: none"> • develop and implement standard systems and procedures to enable efficient, accurate and timely reporting of performance information. • develop and implement standard systems and procedures to enable the efficient, accurate and timely return of statistical information in relation to care provider assurance. • develop new systems and processes for the collection, storage and accessing of care quality assurance data. • comply with care provider requirements for the collation and compilation of statistical information for special reports for local and national purposes. • undertaking the analysis of information. • maintaining spreadsheets and performance systems. • monitoring and evaluating activities. 	Excellent customer service skills and approach across all areas of work High level of IT competence with experience of working with performance information systems, data reporting and analysis tools Working with and designing spreadsheets (e.g. MS Excel) to produce statistical reports and graphics Working quickly and accurately with figures Understanding of good practice in relation to information management and document control Analytical and problem solving skills Report writing skills Presentation skills	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓

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<ul style="list-style-type: none"> • providing reports and presenting data. • delivering agreed services in line with relevant standards and deadlines. • supporting the implementation of improvement activities. • supporting, maintaining, and updating project and work plans. • maintaining project files and other information. • liaising with team managers, service managers and care provider managers. • liaising with and co-ordination of user groups. • liaising with admin teams. • organise and participate in planning events, workshops and meetings. 	<ul style="list-style-type: none"> Team working skills Time management skills Working under pressure and to tight deadlines Organisational skills with ability to self-manage tasks and competing work priorities, shifting deadlines and conflicting demands (multi-task) Enthusiasm and flexibility Verbal and written communication skills Creativity, mental agility, and innovation skills with ability to quickly learn new systems and software Financial awareness of care provision 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
Contributing to internal meetings including team meetings, and project meetings.	Ability to travel to and work from various locations throughout and outwith Fife	✓	
Liaising with, advising, guiding and persuading services, management and external bodies in relation to agreed work areas and outcomes.	Knowledge of public sector environment		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>