



# Role Profile

## SENIOR PERFORMANCE IMPROVEMENT AND PLANNING OFFICER

Reference No.	SS1469	Type	Individual
Service	Health & Social Care Partnership		
Job Family	Professional 3	Grade	FC9

### Purpose

To play a leading role in the development and implementation of a robust planning and performance framework for the Social Work Service (both within the Health and Social Care Partnership and the Education and Children's Services Directorate), to enable the Service to provide responsive, effective and efficient services and to plan strategically to meet changing demands and resource pressures.

To support the Service Manager, Quality Assurance and Team Managers in the day to day management of the work of the Performance Improvement and Planning Team; and to contribute to the development of team capacity to support continuous improvement and change programmes within the Social Work Service.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

#### Planning

To contribute to the development of strategic planning within the Social Work Service, considering legislative requirements, national and local policy priorities and partnership working.

To contribute to the development of comprehensive planning data sets, including information on socio- demographic trends, current service usage and performance, service users and stakeholder needs and expectations, national policy developments.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**   **D**

Extensive experience in a complex and policy driven environment (Deliver results – See 'How We Work Matters' Framework)

✓

Experience of managing staff

✓

E = Essential Criteria   D = Desirable Criteria

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
To oversee the annual Social Work service planning and review process in line with corporate guidance and timescales, and to manage the monitoring and reporting process to ensure that the service plan is implemented.	Practical experience of developing management processes and information systems (Embrace Technology & Information)	✓	
To oversee the development of section and team planning in all relevant parts of the Service so that service wide objectives are translated into meaningful operational plans; liaising with service and team managers and the Social Work Planning and Performance Group.	Experience of partnership working and joint public sector performance frameworks		✓
To contribute to joint planning with key partners: e.g. Fife Community Planning Partners, and internal partners: e.g. Education and Children's Services Directorate and Housing Services.	Experience of leading a team and /or complex projects		✓
<b>Performance Management</b> To contribute to the development of an effective performance management framework for the Social Work Service including arrangements and processes for collection, monitoring and reporting of performance information, and for follow up action to improve performance.	Educated to degree level or equivalent in a relevant discipline	✓	
To contribute to the development of comprehensive, relevant and balanced performance measures for the Social Work Service, considering legislative, national and local performance frameworks, targets and reporting requirements.	MBA or equivalent management qualification		✓
To provide support and advice to senior managers within the Service to help them develop local measures and their own scorecards in line with service wide and corporate requirements.	Excellent analytical and problem-solving skills	✓	
To contribute to the development of more outcome focused measures, including qualitative feedback from service users and stakeholders.	Knowledge of statistical methods and ability to work accurately with data	✓	
To develop systems and processes to streamline the collection and reporting of a wide range of performance information; working with service and team managers and service support officers to ensure that there are clear procedures and timescales and that respective roles and responsibilities are defined and understood.	Ability to think strategically and to deal with complexity	✓	

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To liaise with Fife Council Performance and Information staff for the collection and return of corporate performance information.	Excellent understanding of strategic and business planning and performance management principles and processes (Take Ownership)	✓	
To work with Programme, Project and Change Managers to ensure alignment and consistency between their areas of work, the SW management information system (SWIFT/AIS) and the development of the performance frameworks.	Excellent IT skills, including a good working knowledge of Excel	✓	
To support data quality monitoring and improvement and internal and external audits: ensuring that there are robust and documented procedures and audit trails for all data that is collected and submitted by the PIP Team to external and internal stakeholders.	Knowledge of extraction and analysis systems such as Crystal Reports, Business Objects etc		✓
<b><u>Improvement Activities</u></b> To contribute to internal and external improvement projects as required.	Experience in strategic planning using statistical and other planning data		✓
To contribute to corporate improvement programmes, self-assessment and self-evaluation programmes and to provide support for external inspections as required.	Awareness of public sector policy and performance, particularly in the field of social care		✓
To promote sound project management within the PIP Team and the Social Work Service.	Ability to negotiate and to work positively with a range of senior and service managers both within the Service and from partner organisations (Focus on Customers)	✓	
To contribute to the development of sound process management within the Social Work Service.	Ability to direct, motivate and develop staff	✓	
To promote excellence throughout the Service through supporting work to achieve external accreditation against recognised quality models such as IIP and to promote recognition by supporting submissions for awards and accolades.	Experience in dealing with external partners and central government departments		✓
<b><u>Management Activities</u></b> To provide day to day structured and formal professional advice and support to members of the PIP Team.	Ability to provide a regular and effective service	✓	

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To play a significant role in team planning and the monitoring of progress, to ensure that the team plan is translated into effective action and that work allocation and tasks are adequately defined and communicated.	Ability to make connections and to co-ordinate a range of inter-related tasks		✓
To advise and support the Service Manager on all aspects of team development, training and performance.	Ability to work closely with team members and flexibly manage the overall workload (Work Together)	✓	
To co-ordinate and contribute to the development of communications and information flow from the PIP Team to performance monitoring groups, senior management teams and operational managers and staff.			
To prepare reports for the Integrated Joint Board, Health and Social Care management, Education and Children's Services management and Council Committees as required and to ensure that the decisions of these bodies are implemented.			
To deputise for the Service Manager / Team Managers when required: e.g. providing support and advice, attending operational management team meetings, corporate groups and external groups and bodies.			
To oversee the collection and reporting of a wide range of statistical, management and performance information and for the development of effective and efficient systems, processes and procedures for managing this information.			
To support development of strategic and service planning, partnership and joint working, supporting change and improvement and promoting continuous improvement at every level of the Service.			
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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## Job Title of Specialist tasks

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

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results