

Performance Improvement and Planning Officer

Reference No.	G631.01	Type	Generic
Service	Health and Social Care		
Job Family	Professional	Grade	FC8

Purpose

Implementing and supporting effective and integrated planning and performance management processes for the Social Care Service, in line with the requirements of best value and internal and partnership governance arrangements. This includes supporting service and section planning, self-evaluation, performance analysis, reporting the continuous improvement of processes and also of the systems for the capture of essential management and performance information.

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
<p><u>Performance management</u> Support consistent and robust approaches to performance management across all parts of the Social Care Service.</p>	<p>Educated to SCQF level 9, which includes a Degree or equivalent in business administration or management equivalent. www.scqf.org.uk/framework-diagram</p>	✓	
<p>Contribute to the development and implementation of the service performance scorecard.</p>	<p>Management qualification, at SCQF level 8, which includes HND or SVQ level 4 or equivalent.</p>		✓

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Providing performance information on the up to date data requirements of the Scottish Government, Audit Scotland and other stakeholder and scrutiny bodies to board, senior managers, service managers and team managers.	Experience in local government or other public sector environment, within a performance and planning section (Deliver Results – See How we Work Matters Framework)		✓
Co-ordinating and collating statutory statistical returns and the range of performance information required by stakeholders such as the Scottish Government, Audit Scotland and the Integrated Joint Board.	Ability to use relevant IT packages, e.g. databases, spreadsheets and other statistical packages (Embrace technology and information)	✓	
Development and implementation of planning and performance systems within a social services environment or within large and complex organisations		✓	
Preparing for external and internal inspections and audits, ensuring that necessary information is gathered and presented in a positive and informative way, and that service managers and their teams are informed of what will be required of them.	Knowledge and experience of good management practice in relation to planning and performance.	✓	
Interpreting and reporting performance information through comparative reports, providing meaningful performance analysis, using trend data and performance against targets.	Analytical and problem solving skills.		✓
Developing, maintaining and updating core data sets.	Ability to use relevant IT packages, e.g. databases, spreadsheets and other statistical packages (Embrace technology and information)	✓	

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<p><u>Service improvement</u></p> <p>Promoting continuous improvement and good governance, including the effective use of management and performance information to inform planning and policy development.</p>	<p>Knowledge of process management and the principles of process improvement.</p>	<p>✓</p>	
<p>Promoting and supporting self-evaluation as an improvement tool across the service, using existing models such as the FEM and SWIA self-evaluation toolkit.</p>	<p>Experience of managing projects.</p>		<p>✓</p>
<p>Developing quality assurance programmes for processes and procedures for the collection and reporting of management and performance information, providing data discrepancy reports and recommendations for systems improvement.</p>	<p>Knowledge of the EFQM Business Excellence Model.</p>		<p>✓</p>
<p>Working within appropriate programmes and frameworks to help develop sound processes and procedures for the recording of management and performance data.</p>	<p>Experience of quality assurance systems and models.</p>		<p>✓</p>
<p><u>Strategic and service planning</u></p> <p>Supporting senior managers, service managers and team managers for all aspects of strategic and service planning; particularly in relation to the establishment of stable and effective planning processes which align with the integrated board and service planning and review cycles and the annual budget process.</p>	<p>Communication and negotiation skills (Focus on customers)</p>	<p>✓</p>	

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<p>Providing practical advice in developing section plans with clear and measurable objectives which translate the priorities for the Service into SMART operational objectives.</p>	<p>Experience of team working (Work together)</p>	✓	
<p>Offering constructive challenge to managers and promote a more robust performance management culture whenever opportunities arise e.g. during management meetings, in working groups and on an individual basis.</p>	<p>Able to work under pressure.</p>	✓	
<p><u>Policy development and implementation</u> Contributing to the development of strategic planning, taking account of legislative requirements, national and local policy priorities and partnership working.</p>	<p>Knowledge and understanding of the principles and practice of change management (Take ownership)</p>	✓	
<p>Ensuring that all plans are monitored in accordance with Scottish Government, Integrated Joint Board, Council and Service requirements and that progress reports are regularly submitted to the Performance Board and to the appropriate committees and other bodies.</p>			
<p>Assisting with the development of comprehensive planning data sets taking account of national policy developments to include information on socio-demographic trends, current service usage and performance, service users and stakeholder needs and expectations.</p>			
<p><u>Partnership liaison</u> Supporting the design of effective channels for consulting with service users and their representatives and for measuring service user satisfaction with the services they receive; collating this information service-wide and feeding it into planning and review.</p>			

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<p>Supporting the Health and Social Care Partnership to make sure that internal policy and strategy is in line with national and community planning developments.</p>			
<p>Working with relevant partners and stakeholders to make sure that up to date and accessible information on all aspects of performance is effectively communicated throughout the Service.</p>			
<p><u>Research</u></p> <p>Promoting the concept of evidence based practice by researching and disseminating best practice across the Service. This includes benchmarking and importing better ways of working from other organisations and also promoting and exporting our own best practice as part of raising the public profile of the Service.</p>			
<p>Advising operational management teams and other partnership groups by acting as consultants on all matters relating to planning, performance and quality.</p> <p>Collating service responses to external consultation documents as required, within tight deadlines by consulting with relevant managers and using own breadth of understanding and knowledge of the issues.</p>			
<p>Contributing to the drawing up of service policies, procedures and practices to meet the requirements of external legislation.</p>			
<p>Representing the Service on external bodies as required.</p>			
<p>Playing an active role in internal assessments, such as FEM assessment and contribute to the Council's wider programmes of cross-service assessment.</p>			

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Researching policy and current good practice, advising on the implications of national and local policy developments, and providing research support for senior managers in 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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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"/>	

E = Essential Criteria D = Desirable Criteria

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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