

## **ROLE DESCRIPTION**

<b>Job Title</b>	Performance Reporting Officer
<b>Salary Band</b>	SCP 27- 32
<b>Reporting to</b>	Planning and Performance Reporting Manager
<b>Directorate</b>	Policy and Strategy
<b>Service Area and sub area</b>	Evidence, Research and Intelligence
<b>Political Restriction</b>	No

<b>1. Primary Purpose of the Post</b>
<p>The Performance Reporting Officer will play a key role in embedding a culture of performance management, continuous improvement and responsive evidence-based change across the organisation.</p> <p>The postholder will support the work of the Performance Team by:</p> <ul style="list-style-type: none"> <li>• assisting service areas to develop robust delivery plans which include activities, milestones and outputs;</li> <li>• ensuring effective processes and data collection systems are in place to evidence progress in delivering strategic objectives and reporting operational business management data;</li> <li>• identifying and reporting on underperformance and actions needed to address change and risks arising;</li> <li>• optimising the visualisation of performance data; and</li> <li>• presenting data collated in accessible reports and dashboards for a range of audiences including the Executive Leadership Team, the Combined Authority, Portfolio Boards and the Overview and Scrutiny Committee.</li> </ul>
<b>2. Your responsibilities</b>
<ul style="list-style-type: none"> <li>• To support the Delivery Planning and Performance Reporting Manager in the development and delivery of effective corporate performance monitoring and reporting across the CA.</li> <li>• Liaising with Service Area management and operational staff to support the implementation of processes that meet the corporate performance framework requirements.</li> <li>• To support the preparation of robust annual delivery plans for all service areas across the CA, by advising on appropriate milestones and performance metrics and ensuring that Corporate Plan objectives, Mayoral priorities and other CA Plan activities are embedded within annual delivery plans.</li> </ul>

- Assist with the roll out of the new corporate performance reporting and management approach by advising service areas on the completion of data returns and appropriate remedial action to address under-performance.
- Advise, develop and manage processes and systems to ensure the effective monitoring and delivery of corporate objectives; and collection of operational business management information. This will include the establishment and implementation of protocols for collecting data, in consultation with data providers and automation of processes for collating information on a regular basis (i.e. monthly, quarterly).
- Analyse performance data from a range of different sources and present this in a clear, concise and accessible format, based on agreed performance reporting for different audiences.
- Support the design and development of improved monthly and quarterly dashboards and other reports, embedding the use of Power BI to present data in a more meaningful way.
- Work closely with other members of the Performance team, ensuring validity of data and developing accurate performance reports. This will also involve high level analysis of data and interpretation of trends using Microsoft Excel (including the use of formulas and pivot tables to interpret data).
- Present performance reports to Delivery Boards and other relevant forums.

### **3. General Corporate Responsibilities**

- Participate in organisational decision making through membership of formal groups, committees, and project teams.
- Support the monitoring, review and improvement of products and services and their inclusion in performance reporting.
- Engagement in the development and maintenance of systems and processes that support the LCRCA in evidencing and reporting its strategic goals, management, and governance requirements.
- To support the organisation in promoting the work of the LCRCA and the wider LCR
- To operate in a manner that places customers first, adopts a can-do approach and focuses on communities and working locally.
- To work with relevant bodies to support LCRCA's aims and ambitions.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken



in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

**4. Recruitment Plan**

Online application

Competency Based Interview – with presentation

## PERSON SPECIFICATION

**Service Area:** Evidence, Research and Intelligence

**Job Title:** Performance Reporting Officer

**Grade:** SCP 27-32

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Relevant degree (numerate subject) and/or management qualification	E	A
Evidence and commitment to continuous personal and professional development.	D	A
Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of working in a performance monitoring and management role	E	A,I
Experience of developing, designing and implementing effective measurement frameworks and processes associated with tracking and improving performance	D	A,I
Knowledge and experience of interpreting both quantitative and qualitative data.	D	A,I
An understanding of the importance and role that data and performance monitoring/reporting plays in managing an organisation and underpinning the design of new policy and improved interventions.	E	A,I
Working knowledge of public sector and experience of operating in a complex policy environment, preferably in local and/or central government.	D	A,I
An ability to balance competing demands and priorities, whilst at the same time delivering high quality support.	E	A,I
An understanding of the Liverpool City Region devolution agreement, local government, central government and their roles, structures and relationships.	D	A,I

<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Excellent data analysis, report writing and presentation skills.	E	A, I, P
Effective interpersonal skills and the ability to work across teams, collaborate effectively with colleagues, and use discretion and initiative	E	A, I, P
Ability to present complex findings in a concise manner and format that engages a range of audiences.	E	A, I, P
Ability to meet challenging deadlines and work with internal clients and external providers to meet them.	E	A, I
Strong IT skills, including a good working knowledge of Microsoft Office (Word, Excel, Powerpoint) and Teams.	E	A, I, P
Experience using a range of other software for quantitative and qualitative analysis, including for example Power BI.	D	A, I

<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Determination to succeed and the ability to proactively manage robust challenge and form agreed ways forward	D	A, I
Willingness to work flexibly as and when required to meet objectives and timescales	E	A, I
An understanding of and a personal commitment to the Vision and Aims of Liverpool City Region Combined Authority.	D	A, I
A commitment to providing a high-quality customer service and ensuring service standards are met	D	A, I
Commitment to and understanding of equal opportunities	D	A, I

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Organisational skills - planning and prioritising	E	A, I, P
Good interpersonal skills	E	A, I, P
Effective communication	E	A, I, P
Adaptability and ability to embrace innovation	D	A, I

### Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METROMAYOR**  
LIVERPOOL CITY REGION