



Job Description

Job title	Performance & Projects Officer	Hours	37 hours per week <i>Flexible working options are available, including job share</i>
Department	Corporate Projects, Policy & Performance	Salary	SK11 (currently £35,586 per annum)
Location	Flexible: Home and Office (St Catherines Way, Grantham)	Contract	Fixed Term until 03/09/2027

Main Job Purpose

To implement and manage a new performance management system and culture thereby improving service delivery across the Council.

This will be done by:

- Supporting the design, implementation, and ongoing management of a new performance framework.
- Leading on BI for the Council, requirement gathering, development, testing and implementation of BI solutions such as Power BI dashboards for the Council.
- Analysing data produced by the performance framework and make recommendations on actions to take where there are areas of concern or opportunities to develop new initiatives.
- Producing and presenting management reports and information to key stakeholders.
- Supporting the delivery of the Council's corporate strategy, major projects and legislative changes.
- support the Council on Corporate Projects, including on Local Government Reorganisation

This role is politically restricted.

Main Statement of Responsibilities

- Support ongoing development and transformation of the Council's performance framework.
- Design, test, implement and support managers in the use of service level performance reports and/or dashboards.
- Use a wide range of skills to analyse data, produce reports and presentations that share key information with key stakeholders.
- Use the analysis of data to create compelling and evidence based action plans.
- Work with the leadership team to identify the results of concern in their areas and gain agreement to implement evidence based action plans.
- Support areas that are not meeting targets to understand the reasoning for the results and produce trackable action plans for improvement.
- Support complex projects with reports, data analysis and progress against targets.



- Produce cyclical and adhoc reports on request.
- Continue to review methodologies for recording and analysing performance in line with best practice.
- Act as an ambassador for analytics supporting others to improve how they interpret data within teams.
- Provide technical support to a wide variety of teams on an ad hoc basis using appropriate software
- Support the design, development, delivery and management of multiple projects using agreed methodology to deliver against timetables
- Build and develop strong relationships with teams to ensure that are able to meet their commitments to delivering project outcomes and change.
- Liaise with procurement specialists to provide guidance/support to senior officers and the Corporate Management Team regarding procurement and timelines for projects. Carry out data analysis using a variety of tools, sharing the information with key stakeholders
- Produce regular project reports and updates as required for key stakeholders. Continue to review methodologies for running projects and recording performance in line with best practice.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.



Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Experience of using Power BI
- Excellent communication skills using straightforward language and a variety of tools to share and translate ideas into clear actions and outcomes.
- Strong computer skills, able to pick up new systems quickly.
- Excellent research skills.
- Produce and present high-quality reports and action plans.
- A background in monitoring and challenging performance against targets.
- Regularly deals with confidential information maintain discretion and trust.
- Experienced in collating, analysing and presenting data.

Desirable

- Knowledge of local government.
- Experienced in supporting diverse teams and projects.



- Experience of working with colleagues at across all levels, including within a political environment.
- Previous experience of IT systems used in a Local Authority environment (E.g. Northgate, Uniform, iTrent)
- Familiarity with SQL, R, Python

Relevant Qualifications

Essential

- Educated to a good standard (4 GCSE' A-C including English and maths or equivalent).

Desirable

- Data analytics qualification or equivalent
- Qualified and experienced in Agile working, 6 Sigma or equivalent and agreed project methodologies
- Current driving licence or the ability to make suitable alternative arrangements

Communication and Interpersonal Skills

Essential

- An analytical thinker.
- Responds positively to change and works accurately under pressure.
- Organised and experienced in managing multiple projects and priorities.
- Positive, constructive, motivational and solution focussed.
- Willingness to undertake further training / continuous professional development.