

Job

Description

South Yorkshire
Community Rehabilitation Company



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| Job Title: | Performance Manager |
| Grade: | Band 4 (Subject to Job Evaluation) |
| Location: | Head Office |
| Responsible to: | Deputy Director for Hub and Interventions |
| Accountable for: | Performance Analysts & Operational Support Officers. Overseeing ICT functions within the CRC. |

Purpose of the Role

The role is to be the Performance Manager for the Community Rehabilitation Company (CRC). This role involves significant engagement with the Performance Management Unit in Sodexo, as well as with various departments within the CRC and NOMS including the Contract Management Team. The role is to ensure that high quality performance management information is provided and that the CRC achieves all Contract Milestones and Service Level metrics required.

Summary of Main Duties & Responsibilities

This job description is a guide to the principle responsibilities of the role and is not intended to be an exhaustive list of duties. It will be reviewed in the light of changes to the role and the work of the SYCRC.

| Item | Duty/Responsibility |
|------|---|
| 1 | Responsible for data quality and the collection, interpretation, development and use of information in the CRC case management systems linked to contract and performance management. |
| 2 | Support the development and implementation of a performance strategy which effectively supports delivery of business objectives, and priorities. |
| 3 | Contribute to CRC performance improvements utilising knowledge of the capability and correct use of case management systems. |
| 4 | Responsibility for data quality assurance systems and processes aimed at maintaining and improving high levels of data quality. |
| 5 | Provide advice and input to corporate planning to assist the strategic decision making process. |

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| 6 | Responsibility for co-ordinating research activity in the CRC including external requests for research opportunities. |
| 7 | Support the development, implementation and review of performance management and data quality systems and procedures. |
| 8 | Provide advice, training and guidance to managers throughout the organisation on all aspects of performance management. |
| 9 | Develop, implement and review effective information gathering and monitoring systems in order to analyse and present key performance and business information to enable the CRC to monitor progress against key business outcomes and measures. |
| 10 | Developing and producing a range of monthly performance and management information reports linked to key performance targets and measures, for internal and external (client) stakeholders. |
| 11 | Interpreting data arising from the monthly performance reports in order to assist with a wider understanding of performance information and to help identify areas for improvement and strategies to facilitate positive change. |
| 12 | Assist in the implementation of new developments in the CRC IT tools, Offender Management System and Management Information systems. |
| 13 | Ensure the provision of appropriate data and information to support and facilitate internal and external audits and inspections. |
| 14 | Support the development of workload management tools and responsibility for provision of workload information. |
| 15 | Promote and further embed high quality performance management culture in the CRC. |

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| 16 | Represent the CRC nationally and regionally as appropriate and maintain an awareness of performance management developments. |
| 17 | Utilise predictive forecasting, data modelling and trend analysis to contribute towards future organisational planning. |
| 18 | Develop and maintain good relations with partner organisations in order to raise awareness and develop influence. |
| 19 | To adhere and manage in accordance with all Sodexo and CRC policies and procedures. |
| 20 | Any other duties as may be required from time to time commensurate with the grade and in line with SYCRC policies. |