

JOB DESCRIPTION

Employer	Northumbria CRC
Location	Newcastle upon Tyne
Post	Performance Manager
Band	Band 5
Accountable to	Deputy Director
Responsible for	<ul style="list-style-type: none"> • Delivery of Performance Targets to meet all Service Level Measures and Assurance Metrics. • Accurate and timely management and provision of data to support operational delivery • CRC management of ICT support
Other	<ul style="list-style-type: none"> • Occasional evening and weekend work. • Travel across Northumbria, Tyne and Wear and periodic national travel will be required

Purpose of Role

- To ensure Northumbria CRC fully meets its contractual requirements in relation to all performance and assurance metrics
- To ensure Northumbria CRC can transparently demonstrate full integrity and assurance in relation to data
- To provide accurate and relevant data sets to support Northumbria CRC's operational delivery
- To ensure Northumbria CRC provides effective IT provision in respect of hardware and software

Key Relationships

- Senior Leadership Team
- Sodexo Justice Services
- Northumbria CRC middle Managers
- Senior Contract Manager
- Stakeholders in the criminal justice system

MAIN ACTIVITIES/TASKS

1. To ensure delivery of all Service Level Measures and Assurance Metrics.
2. To ensure that CRC data is managed in an effective and timely way.
3. Manage the ongoing development of an Information Strategy to support Northumbria CRC
4. To assist in the development of and be responsible for the implementation of OMS throughout Northumbria CRC
5. Work with the Regional Information Security Officer to ensure data integrity at all times
6. Manage the development and implementation of all performance systems within Northumbria CRC
7. Ensure research and analysis is undertaken to identify trends and solutions to support the operational delivery of Northumbria CRC
8. Represent Northumbria CRC at regional and local meetings including holding responsibility for data and performance information for the Senior Contract Manager
9. Undertake a programme of assurance activity agreed with the SCM
10. Manage develop and appraise accountable staff
11. Work to high professional standards through positive role modelling
12. Promote inclusivity in all areas of work
13. Ensure compliance with Northumbria CRC Health and Safety Requirements

This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time and should not be regarded as exclusive or exhaustive. There may be other duties and requirements at the same or lower responsibility level associated with this post.

PERSON SPECIFICATION

Job Title:	Performance Manager	Team:	Performance and IT
Grade:	Band 5	Date:	January 2017

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment Method (How it will be measured whether a candidate meets the criteria)
Qualifications		
Relevant degree or equivalent level qualification or can demonstrate comparable intellectual	E	Application form/Production of Certificates
Evidence of continuing professional and personal development	E	Application form / Interview
Management qualification at level 4 or 5 (or equivalent demonstrable professional development and willingness to work towards a management qualification)	D	Application form/Production of Certificates
Formal statistical research training or qualification	E	Application form/Production of Certificates
Relevant professional qualification	D	Application form / Production of Certificates.
Knowledge/Experience		
Extensive experience of interpreting complex data	E	Application form / Interview
Significant experience of data report writing	E	Application form / Interview
Experience of developing strategic responses to organisational problems.	E	Application form / Interview
Experience of working within organisations undergoing transformational change	D	Application form / Interview

Experience of effective written and verbal communication	E	Application form / Interview / Presentation
Knowledge and experience of undertaking data quality assurance.	E	Application form / Interview
Knowledge and experience of implementing and supporting new software	E	Application form / Interview
Knowledge and experience of managing ICT applications.	E	Application form / Interview
Experience of managing/coaching staff	D	
Good understanding of the criminal justice system in particular in respect of probation services	E	
Skills/Abilities		
Possess complex data report writing skills	E	Application form / Interview
Possess highly developed skills in relation to interpreting data		
Ability to respond positively, quickly and flexibly to organisational change.	E	Application form / Interview
High level of IT literacy including Word, Excel, PowerPoint and email.	E	Application form / Assessment
Ability to work independently and on own initiative	E	Application form / Interview
Ability to coach and develop staff.	D	Application form / Interview
Ability to write business cases and reports	E	Application form / Assessment
Ability to manage IT applications and hardware	E	
Physical Requirements		
Demonstrate a good attendance record	E	Application Form/Reference/ OH Assessment

Other		
Commitment to Equal opportunities and Diversity in the workplace.	E	Interview
Commitment to the CRC's objectives acting corporately as a member of the organisation.	E	Interview
Commitment to acting in a transparent, open and participative manner	E	Interview