

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Performance Improvement Manager
Salary:	£54,495 - £57,864
Grade:	14
Hours:	37 per week. We are open to discussions about flexible working.
Team:	Support Services
Service Area:	Oxfordshire Fire & Rescue Service
Primary Location:	Kidlington, Oxfordshire, OX5 2DU We operate an agile working policy. This role requires the ability to work from our main office at Kidlington on a regular basis and occasional other sites across the County.
Budget responsibility:	None
Responsible to:	Head of Support Services
Responsible for:	Performance Officer
Political Restricted Post:	no

Job Purpose

This post will be responsible for delivering the performance management framework, working with senior and middle managers ensuring that we are setting clear outcomes and defining how these will be measured through the collection of quantitative and qualitative performance measures.

You will be responsible for ensuring that our performance framework reflects the priorities and objectives of the service and for individual departments working with managers to set out targets and tolerances and assist in the collation of commentary working with managers to help them understand the effective use of performance measures.

You will be responsible for ensuring that our strategic direction, Community Risk Management Plan and underpinning strategies are measurable in their success and set out the corporate performance measures required to do this.

You will be responsible for presenting regular performance reports to our senior managers and communicating any issues or celebrating good performance across our service area. Feeding back to department managers any concerns or analysis needs following performance reporting.

You will work with our County Council performance team to ensure we are engaged and working to the business planning and performance reporting cycles as required by our OCC Senior management team and Cabinet.

You will work closely with our County Council Data teams and ensure that we are aligned to the data strategy.

You will work with our Strategic Risk manager to ensure that business planning is linked to our performance and the ability to measure our improvements linked to either the CRMP, Strategic Direction or inspections.

You will be a member of our Community Safety Management Team and contribute to the decisions required for approval of projects, risk mitigation, resource and business planning across the whole Service.

You will work closely alongside our Data Systems team to ensure that data quality and data availability for performance reporting purposes and for any deeper data analysis requirements to understand performance trends.

Job Responsibilities

- This post will be responsible for delivering the performance management framework at a strategic, tactical and operational level setting clear outcomes and defining how these will be measured through the collection of quantitative and qualitative performance measures.
- The post holder will be required to analyse the management information and present to senior managers identifying recommendations for areas of improvement.
- This will require a detailed understanding developing and implementing a framework for the monitoring, evaluation and reporting on trends and progress. This will include the use of specific IT based performance systems.
- To plan the performance management framework so that it enables reporting and identification of risks and issues as they arise and to report these internally at a strategic level of the service. This information will need to be presented to political leaders and the public requiring a variety of communication methods and styles. A key communication skill will be the ability to present data that is challenging.
- To support departmental managers to analyse performance data, benchmarking against regional or national trends, as well as identifying underlying and root causes. This will require good interpersonal skills to gain acceptance of the situation and to promote a shared sense of commitment to problem solving.
- Work with department and functional managers to assist in the setting out of objectives and performance measures against our Strategic Direction ensuring staff understand how work contributes to our Purpose.
- Design and implementation of culture dashboards ensuring that strategic leaders understand how we are measuring our culture and any areas we should focus on for improvement.
- To align our data and information with the requirements and expectations of audits, inspections and to support benchmarking. This will require attendance at regional and national meetings as well as creating networks with other Fire and Rescue Services.
- The service is subject to an inspection by His Majesties' Inspectorate of Constabulary and Fire and Rescue Service and this post will be responsible for the co-ordination of the associated data requirements. This may require the creation of new data collection and data sets. The quality assurance of this data will be critical.
- To work with the Strategic Risk manager for annual business planning requirements, ensuring that our performance measures are linked to our priorities and working together to complete all requirements associated to annual planning both at Service level and department level.
- To align the performance reporting processes with the organisational and financial planning cycles to ensure that they are integrated and cohesive.
- To work with County Council Performance and data teams ensuring we are aligned to data strategies and business planning frameworks.
- To provide training as required on the systems and processes used for performance measuring.
- To manage the performance officer role.
- Support managers and team leaders to identify, develop and implement a range of various service reviews.

- Work closely with our Data Systems manager and team to ensure data used in performance reporting can be identified and used and to understand where further data analysis would be useful for deep dive performance reporting.
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Education to degree level (level 5) or similar level of qualification	A, D
Management qualification and/or experience of managing at the required level	A, D
Track record of building management processes and using information to challenge senior managers in a constructive and effective way.	A, I
Experience in a similar role or evidence of equivalent experience in the specialist area	A, I
Ability to demonstrate analytical, judgement and developmental skills to analyse and interpret varied and complex information to produce solutions and strategies to support senior level decision making within the Service	A, I
Ability to influence strategy and business planning to ensure that our plans are aligned and measurable.	A, I
Effective strategy and report writing skills, able to make recommendations for decision making	A, I

Excellent presentation and communication skills, for complex and difficult situations including the ability to present information to a range of audiences	A, I
Experience of identifying, developing and delivery of opportunities for improving the service	A, I, P
Excellent organisational skills with the ability to effectively plan own workload with limited supervision and a proven ability to effectively manage competing demands and priorities.	A, I
Excellent interpersonal skills including verbal and written communication, and ability to relate to and work at all levels of the organisation	A, I, P
Competent IT user including the use of Microsoft Office and Office 365 products (Word, Enhanced Excel, Outlook, Co-Pilot, Teams). Confident with data analysis, using it to inform strategy and monitor performance	A, I
Desirable Criteria	Assessed By:
Experience of working in the public sector or Fire & Rescue	A
Performance management qualification L5 or above	A, D

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input checked="" type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		