



Aberdeen City Council Job Profile

Performance and Strategic Development Officer



About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The [Local Outcome Improvement Plan 2016 – 2026](#) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](#), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the council and how we can better meet our outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

About the Commissioning Function

The function is responsible for the allocation of resources from budget to deliver on the Council's contribution to the Local Outcome Improvement Plan (LOIP). The function will have the budget and accountability for choosing how to allocate resources in order to make a contribution to the performance measures and other indicators of progress towards the outcome.

About the Business Intelligence and Performance Management Cluster

The cluster is responsible for identifying social, economic and digital trends; how they will impact our city in the future; and how we can meet these needs through stronger partnership working. It is responsible for understanding why people use our services, how they access our services, how they access our services and analysing information to understand the impact of the service.

About the Performance and Improvement Team

The team provides the corporate lead for the development and delivery of strategic and operational performance management and improvement. The team ensures high-quality analysis and evaluation of key data and information to support the strategic objectives of the Council and leads in the design, development and maintenance of the strategic corporate performance management framework. It enables functions to have access to up-to-date and robust Performance Management and Improvement support, tools and techniques to secure continuous improvements to service delivery.

About the Role

To support the Service Manager (Policy and Performance) and the Integrated Children's Services (ICS) Board in providing effective performance, strategic development, planning and project management of the development and delivery of the statutory Children's Services Plan, policy development, performance management and continuous improvement functions. The post holder will demonstrate sound governance at financial and strategic level across the ICS partnership.

The post holder will be responsible for ensuring that the local and strategic objectives of the Community Planning Partnership (CPP) and ICS are aligned with the Aberdeen City Local Outcome Improvement Plan 2016-2026 and reflected in the services and functions under their responsibilities.

To work with public and third sector partners to lead, support and co-ordinate the ICS Board and ICS Outcome Groups in the development, implementation, monitoring and reporting of the statutory Children's Services Plan and annual evaluation cycles.

1. Key Outcomes and Task Examples

The post holder will deliver:

- Lead, support and co-ordinate the multi-agency Integrated Children's Services Board and Chief Officers Group to develop and implement the statutory Children's Services Plan
 - Represent and actively integrate ICS priorities at the Aberdeen Community Planning Partnership and associated Local Outcome Improvement Plan.
 - Lead, support and facilitate the governance structures for the planning and delivery of integrated children's services in conjunction with the chair of the ICS Board.
 - Lead the development and production of the statutory Children's Services Plan.
 - Lead the implementation, monitoring and reporting of the statutory Children's Services Plan.
 - Lead a co-ordinated response to local and national consultations on policy, strategy and service developments within the integrated children's services portfolio.
 - Lead annual evaluation of Children's Services Plan
- Quality Assurance
 - Establish quality assurance and performance management for the Children's Services Plan and provide regular progress reports to the Integrated Children's Services Board and Community Planning Aberdeen Management Group.
 - Provide frequent summaries and analysis of research and performance data impacting on the ICS via the Integrated Children's Services Improvement and Performance Group, in order to ensure data is embedded within the strategic planning process

- Service Development
 - Lead a programme of self-evaluation using a common framework, with partners, across integrated children's services.
 - Contribute to policy development and advise on national and legislative change.
 - Co-ordinate the implementation of the Children's Services Plan and monitor performance.
 - Lead a team of Lead Officers to deliver priority actions for the Integrated Children's Services Board.
 - Lead and organise events which profile the work of integrated children's services.
 - Lead the development and delivery of a communication plan to support the development and delivery of integrated children's services across all internal services and external partners.
- Financial Management
 - Monitor and manage the integrated children's services budget.
 - Secure, monitor and manage the contract with ACVO, the Third Sector service level agreement with Aberdeen City Council.
- Multi-agency working, corporate and representational duties
 - Promote and develop multi-agency partnership working
 - Participate in and contribute to multi-agency meetings.
 - Represent the multi-agency partnership when required at seminars, events and public meetings etc.
 - Support the continued development of direct links with all relevant partner agencies and working groups.
- To provide a high-quality customer service
 - Manage consultations with stakeholders, including involving and engaging with children and young people.

1. Minimum Role Requirements

The post holder needs to hold as a minimum:

- Educated to degree level or equivalent

The post holder needs to demonstrate skills and experience in:

- Supporting and enabling staff to make decisions through provision of data driven evidence and business intelligence
- Working in partnership with other professional agencies.
- Planning and strategic development.
- Excellent communication skills; in particular, presentation and report writing
- Well-developed consultancy, facilitation, analytical and learning skills
- Strong ICT literacy skills including web development
- Sound project management, organisational and forward planning skills
- Strong interpersonal skills
- Ability to lead and initiate change and contribute to positive work ethos of team
- Ability to take a whole systems broader organisational view in relation to performance improvement

- Good negotiation skills
- Experience in delivering presentations to a range of audiences.
- Ability to set objectives, prioritise workloads and meet deadlines
- Ability to problem solve
- Ability to work creatively within rules, processes and standards

The post holder needs to demonstrate commitment to:

- Interpreting and analysing data into business intelligence and using this as evidence to inform service improvements and planning to achieve outcomes focused results
- Designing and supporting implementation of improvements in line with legislation, national frameworks and improvement programmes which lead to positive change
- Children's services, children's services policy, practice and procedures.
- Financial management and service commissioning principles and procedures.
- Writing reports to present data and information clearly to a range of audiences, for example elected members, partners and children and young people

The post holder needs to demonstrate understanding of:

- Project management using appropriate tools and techniques
- Planning, organising and prioritising workloads to meet deadlines
- Data protection

2. Behaviours

The post holder needs to demonstrate the following behaviours:

Communication	Communicates in a way which is clear, open, honest and constructive; shares, listens and responds to information, options, ideas and instructions.
Customer Focus	Recognises customer service is part of everyone's job; takes into account customer needs and expectations; strives to meet expectations where possible, manages expectations where this is not possible; is proactive in improving the service
Professionalism	Maintains the standards expected by the service and the organisation at all times; remembers that they are representing the Council
Respect	Behaves in a way that demonstrates respect for people, property and policy

3. Other Requirements

- Travel as required in relation to the needs of the Service.
- Work at alternative locations as required.
- Represent the Council at events and meetings within and out with the city and attend meetings outside standard working hours.

Function	Commissioning		
Cluster	Business Intelligence		
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