

JOB DESCRIPTION

JOB TITLE:	Corporate Performance Improvement, Risk and Quality Assurance Officer
RESPONSIBLE TO:	Corporate Programme Manager
RESPONSIBLE FOR:	None
DEPARTMENT/ SECTION:	People Services
SALARY (£):	Grade 10

MAIN PURPOSE OF THE JOB

This is a corporate role based within the Corporate Programme and Performance Management Office to provide a key role in the management, monitoring and continuous improvement of CCG's corporate performance and risk; managing a quality management system and support the successful delivery of CCG's Corporate Plan 2015-20. This will include but is not limited to:

- Collating and analysing all corporate performance data providing advice and guidance to service managers/Programme Board on improvement measures to consider;
- Providing regular challenge to all departments/services on their performance assisting in the development of improvement measures and short term objective setting;
- Manage and co-ordinate the development and completion of service delivery and improvement plans across the organisation
- Ensure that CCG has effective risk management processes in place across the organisation
- Provide assurance on 'quality' aspects of all CCG activity to senior management and Board ensuring adherence to the ISO9001 standards
- Identify key cross over between corporate and programme/project risk register including the identification of areas of concern whereby consideration should be given to the establishment of short term change projects
- Rigorous monitoring of the performance of projects and programmes throughout the organisation providing support to those underperforming and assist in post implementation reviews

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

KEY RESPONSIBILITIES

The main responsibilities of this post will be:

Corporate Performance Management:

1. To ensure the effective management of all departmental performance management data and implement a performance management and improvement process that leads to a positive and measurable impact on CCG's service delivery
2. To implement and maintain monitoring systems for all departmental indicators, targets and standards
3. To collect and analyse all corporate performance data to make meaningful recommendations on improvement to be considered through either reprioritisation of work within services or through establishment of short term projects
4. To develop and manage the corporate performance framework and structure to ensure an ethos of continuous improvement is adopted whereby service performance is regularly reviewed and challenged through quarterly 'service performance reviews'
5. To lead on the collation of service improvement plans for analysis with a view to identifying where new projects may require consideration/development for tangible performance improvement
6. To ensure that timely and accurate performance reports are provided to the necessary Boards/Committees as required by the corporate governance framework
7. Ensure that service level KPIs are directly linked to service improvement plan objectives and outcomes to support successful delivery of services

8. Manage and co-ordinate the development and collation of CCG's service delivery/improvement plan and ensure that all service improvement plans mitigate historic areas of poor performance/concern with objectives identified for key officers
9. Work to continually evolve the process followed to record, manage and report on both corporate performance data by seeking to learn lessons from other organisations, identifying best practice and considering whether these would be appropriate for CCG
10. To assist in the organisation and delivery of performance management training events to improve capacity for all levels of management and staff.
11. To contribute towards the effective and efficient communication of performance issues to all departmental staff utilising a variety of methods e.g. newsletters, Clic, briefing meetings etc.

Corporate Risk Management

12. Develop, implement and co-ordinate the organisation's risk management framework
13. Develop and maintain corporate risk registers (strategic and operational) ensuring that they are regularly reviewed by the Executive Leadership Team / Senior Leadership Team / Management Board
14. Identify cross cutting risks and raise awareness of service managers of the need to mitigate effectively

Quality Management/Assurance

15. Provide effective daily management of CCG's Quality Management System (QMS) ensuring that processes followed adhered to the ISO9001 standards
16. Ensure senior management are aware of their role in the quality management system (this includes demonstrating leadership and commitment, link policy and objectives to strategy and context, promote awareness of the process approach, ensure risks are managed, are accountable for the effectiveness of the QMS)
17. Make recommendations and implement an organisational wide quality management system meeting the ISO9001 standards
18. Ensure there is control of externally provided processes, products and services
19. Lead on the quality aspects of the management review, ensuring both inputs and requirements are met – 6 monthly
20. Provide significant preparation of performance analysis into the management review process
21. Input into CCG's Internal Audit process, to make sure that the requirements of the QMS are met.

Supporting delivery of the Corporate Programme

22. Support project managers in developing key project documentation i.e. project risk registers and benefits realisation plans ensuring effective monitoring processes are put in place to ensure their successful implementation
23. Manage the corporate programme risk register ensuring that areas of concern are highlighted appropriately to the Programme Board and/or individual Project Sponsors are necessary for mitigating actions to be identified in a timely order
24. Monitor project level risk registers to provide early indication of whether risks need to be considered for escalation to the Corporate risk register through the Programme Board
25. Manage and monitor the realisation of project benefits (including the expected benefits to be delivered by the Corporate Plan 2015-20) and assist with post project implementation reviews
26. Assist with and support the business process re-engineering activity within services to ensure an ethos of continuous improvement is embedded within the organisation

General:

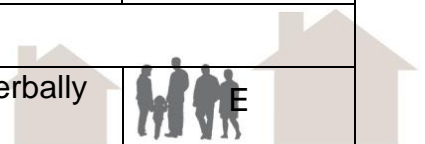
27. To undertake such other duties as are within the scope of the job purpose, the title of the job and its grading. The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director or Director

PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
QUALIFICATIONS	
Educated to Degree level or equivalent	E
Recognised relevant qualification in areas such as performance management and improvement and project management.	D
EXPERIENCE, KNOWLEDGE AND SKILLS	
Experience of carrying out research work	E
Experience in analysing data and detailed information	E
Experience in summarising data and key information	E

Experience of either project management or carrying out specific 'task and finish' work in a project management environment	D
Experience of the housing sector	D
Working knowledge of the values of the organisation and a track record in behaviour to meet those values	D
Experience in delivering training	D
The ability to communicate complex issues in a clear and concise manner	E
Excellent IT skills with a practical understanding of business information tools and processes	E
Possess good report writing skills	E
Understanding of relevant legislation and regulations	D
COMPETENCIES	
Attention to detail	E
Able to demonstrate, uphold and maintain confidentiality at all times	E
Self motivated, positive and able to work under pressure – displays confidence in service delivery.	E
Able to communicate clearly with customers, managers and stakeholders	E
Dependable and enthusiastic	E
Positive attitude to challenges able to solve problems	E
Courteous, friendly and positive when dealing with people	E
Self motivated, able to work independently and as a part of a team	E
Able to work under pressure, able to cope with heavy workloads and keep within agreed timescales	E
An approachable team worker who can build positive relationships and work effectively across service boundaries.	E
Committed to continuous improvement.	E
High level of motivation, integrity and impartiality, inspiring confidence in others	E
LANGUAGE REQUIREMENTS	
Listening and Speaking – Able to deal with all aspects of the job verbally in a confident manner in Welsh and English	E



Reading and Understanding – Able to use and interpret correctly any information in both Welsh and English from a wide variety of sources in order to deal with all aspects of the post.	E
Writing – Able to present written information in both Welsh and English with complete confidence using the most appropriate language and style to meet the needs of the reader.	E