**Performance and Improvement Officer**

**Contract Type**

Permanent

**Contract Details**

Full time. Hybrid working, some mandatory office days required.

**Working Hours**

35

**Salary**

£41,380

**Job Category**

Finance & Improvement

**Location**

12 Arthur Street, London

**Reference**

TBC

**Package Description**

**Job Grade:**              Band C

**Responsible to:**Head of Improvement

If you have any queries or would like to informally discuss the role, please contact Matthew Snelling at [matthew.snelling@londoncouncils.gov.uk](mailto:matthew.snelling@londoncouncils.gov.uk)

**Please be advised that this role will close at 11:59pm on xxxx.**

**Job introduction**

This role offers an exciting opportunity to support the key decision-makers in London through the delivery of London Councils’ programme of work to support sector-led improvement, leadership development, and the identification and sharing of innovation and leading practice.

Sector led improvement plays a critical role in supporting local authorities to continuously improve and ensures there is a collective responsibility for the performance of the sector as a whole. Moves to greater regulation in key service areas and continued pressures on council budgets have the potential to contribute to service or financial failures. This further strengthens the case for a strong and proactive approach to sector-led improvement that removes the need for government intervention.

Through your role you will work closely with London borough chief executives, professional director networks, London Councils policy teams, as well as partners like the Local Government Association (LGA) and Greater London Authority (GLA) to deliver a programme of activity that:

* Ensures Boroughs, and the individuals that work within them, are resilient to external shocks and have the tools and knowledge to better respond when they occur
* Enables a culture of seeking innovative solutions, where learning from success provides the basis for continuous improvement
* Enables senior leaders to effectively undertake pan-London activity
* Develops an effective senior talent pipeline for the future
* Co-ordinates greater alignment of London borough professional networks

**Job Purpose:**

* Provide policy and analytical support, undertake research, and provide expertise and recommendations to the London Self Improvement Board (SIB).
* Analyse data and other sources of insight and intelligence, and report on outcomes to inform improvement and assurance work.
* Identify and share innovation and leading practice to support London Boroughs’ improvement activity and establish processes for rapid learning.
* Facilitate and support borough Chief Executives, including supporting the Head of Improvement to administer the Chief Executives’ London Committee (CELC) and regional peer support processes.
* Support the Head of Improvement in the development, commissioning and management of senior leadership development programmes.
* Co-ordinate greater alignment of professional officer networks as they relate to local government performance and assurance.
* Work with policy colleagues and partner organisations to ensure that local and regional approaches to improvement and assurance align with the national agenda.
* Represent the organisation externally, promoting London Councils’ key priorities.
* Develop and sustain positive relationships with external stakeholders in order to advance London Councils’ priorities.

**The Ideal Candidate**

* Is comfortable working in a small and fast-moving team, managing a mixed and varied workload, and can work collaboratively with a wide range of stakeholders.
* Is both proactive and curious in their approaches and has the initiative to take a grip of the role and lead on delivery of key projects and pieces of work.
* Has strong analytical, research, and problem-solving skills.
* Is proficient in analysing data and other forms of intelligence and can use quantitative and qualitative methodologies to inform recommendations and approaches.
* Is a skilled and engaging communicator that has the ability to effectively communicate complex information to diverse audiences.
* Will enjoy problem-solving in a changing environment and be prepared to apply creative approaches to tackling issues.
* Is able to build a network to support them in their work and build coalitions in delivering the aims of the organisation.
* Desirable - knowledge of local government structures, processes, and issues.
* Desirable - be familiar with policy development process and understand the complexities of working in a sensitive political environment.

**About London Councils**

* London Councils is the collective of London local government, the 32 boroughs and the City of London Corporation. They come together through London Councils to work in collaboration to deliver their shared ambitions for London and Londoners.  
    
  Through lobbying, collaboration and partnership, we ensure the voice of the London boroughs are united, and heard at a local, regional and national level.

We also run a number of services on behalf of the boroughs including the Freedom Pass, Taxicard and Health Emergency Badge.

**Flexible working**

* Members of this team work in a hybrid way, combining office and remote working, with an expectation to be in the office for set days each month, team awaydays and organisation-wide events.  
    
  We currently envisage that at least one day a week will be spent together in the office, but the timing and frequency will be discussed and agreed upon with the team based on the needs of our members and London Councils' policies. As part of this role there is an expectation of travel to different boroughs in London for meetings and other events being required.