**Tunbridge Wells Borough Council**



**Person Specification**

**POST TITLE:** Performance and Governance Manager

**GRADE:** 8

**SERVICE:** Governance and Democratic Services

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| --- | --- | --- | --- |
| EXPERIENCE | Experience of dealing with performance management and/or information governance within a large, complex organisation.  Experience of working in a highly regulated / legal environment.  Experience of leading, developing and managing a high performing team, fostering a collaborative and productive working environment, while achieving service goals.  Experience of creating and communicating policy, strategy, guidance, reports and presentations for wide-ranging audiences.  Experience of working with complex performance information and / or data sets, and providing interpretation, analysis and advice based on it. | Experience of dealing with performance management and/or information governance within a local government environment.  Experience of carrying out large scale data analysis in a local government environment.  Experience of dealing with complex data protection issues.  Experience of managing and responding to customer complaints within a defined complaints procedure, ideally within a local government environment.  Experience of liaising with the Local Government Ombudsman (LGO) and/or the Information Commissioner’s Office (ICO).  Experience of project management. | Application form and interview |
| QUALIFICATIONS / TRAINING | Educated to Degree level in a relevant subject or have substantial equivalent experience in a similar role. |  | Application form and interview |
| KNOWLEDGE  KNOWLEDGE | Detailed knowledge and understanding of the requirements of access to information legislation, including the Freedom of Information Act 2000, Environmental Information Regulations 2004, UK GDPR and the Data Protection Act 2018.  Awareness and knowledge of the Local Government Transparency Code 2015 and the minimum data that local authorities should be publishing, the frequency and how it should be published.  Knowledge of information governance best practice and procedures for handling requests and Data Protection Impact Assessments (DPIAs).  Knowledge of issues relating to corporate and information governance.  Knowledge of performance monitoring good practice.  Knowledge of how to use and apply data and statistics in a policy setting. | Awareness and knowledge of the Equality Act 2010 and associated case law.  Awareness and knowledge of the processes involved in producing Equality Impact Assessments (EqIAs).  Awareness and knowledge of local government structures and the issues facing the sector. | Application form and interview  Application form and interview |
| PRACTICAL AND INTELLECTUAL SKILLS  PRACTICAL AND INTELLECTUAL SKILLS | Excellent ICT skills, including the use of Microsoft 365 (Teams, Word, Excel, PowerPoint, Outlook and OneDrive) and ideally a case management system.  Able to explain and present complex information to a wide-ranging audience.  Able to interpret statistics and data and reach valid conclusions.  Able to interpret laws and regulations and apply them to real-world issues.  Able to reach fair, balanced and proportionate decisions.  Able to network across a diverse organisation.  Able to work diplomatically and understand political issues and their implications.  Able to influence and persuade others to encourage service and performance improvement. | Able to deliver high quality training to a range of stakeholders.  Able to project manage change projects on an organisational basis. | Application form and interview  Application form and interview |
| DISPOSITION / ATTITUDE | Able to work in a political environment without bias or partisan opinion.  Calm, professional and takes ownership of issues.  Proactive when dealing with complaints or key issues.  Enjoys working within a deadline driven environment.  Enjoys working in a political environment and dealing with ambiguity and conflicting views.  Able to work for long periods on their own.  Flexible when meeting work requirements. |  | Application form and interview |
| SPECIAL REQUIREMENTS | Occasional attendance at evening meetings either online or in-person at the Town Hall in Royal Tunbridge Wells. |  | Interview |