About Planning, Performance & Insight

This role is based within the Council's **Planning, Performance & Insight** team. The team delivers a range of activities and functions that help to drive improvement, set direction, and deliver change across all the services the Council provides.

We are responsible for:

- Business intelligence: Managing and analysing data to provide managers and decision-makers with information intelligence about local needs, patterns of demand and service delivery
- Performance management & Business Improvement: Helping the Council understand how well we are meeting the needs of local residents, and working alongside service areas to support them to improve
- Business planning & co-ordination: Setting priorities at all levels of the council, helping council teams develop plans to meet their objectives and working to keep all Council activity aligned to our overall aims and objectives
- Project & Programme Management: Providing training on the approach to Project management across the Council, and overseeing the delivery and performance of change projects and transformation programmes across the council

Our ambition is to be:

- Catalysts of change: We identify opportunities to do things better and help others to deliver the changes needed.
- Experts in our field: We develop our people to be able to offer professional support and expertise, based on knowledge and experience of what works.
- Determined to make a difference: We will focus on the needs of our customers and will go the extra mile to help them achieve their objectives.
- Supportive and challenging: We will help and challenge each other to be the best we can and celebrate success

The team offers good development opportunities.

We have several apprenticeships in place and in some cases have been able to link apprenticeships to existing roles to create opportunities for team members to develop and gain work-based qualifications.

The Council offers development opportunities for those aspiring to become leaders, and several members of the team have been through such programmes in recent years, some going on to achieve promotions within the team or elsewhere in the Council.

We have a career progression scheme in place for certain roles, giving team members the opportunity to progress within their roles as opportunities arise.

We encourage coaching and mentoring and can provide opportunities to get involved in project work and task and finish groups within the team and across the council.

The nature of our work means there are opportunities to get involved in a range of different Council services. Whether you are looking to develop a particular area of specialism, or to work across a range of different areas, there are opportunities within the team.

Good support and line management. You can expect to have regular progress meetings, appraisals that are focussed on helping you develop and flexible support. We have a positive culture where team members are encouraged to openly discuss and learn from problems and mistakes.

Good team communications, supported by team meetings and team development days, monthly team 'information points' and 'What We're Working On" sessions to help make sure we are working together effectively across the whole team. There are also regular all-staff briefing sessions with our Director to make sure the team is aware of what is happening across the wider Council.

Although we sometimes must recruit on a fixed-term basis, we don't want to lose good people. Several members of the current team began on a fixed-term contract but are now in permanent roles.

We will take your wellbeing seriously. Wherever possible in line with the needs of the business we offer flexible working patterns and recognise the importance of a healthy work-life balance. In light of the Coronavirus pandemic, the Council moved to primarily remote working from home, particularly for many support/back-office services. We are gradually returning to the office, but on a reduced footprint and regularity.

Although, as with every job, there are challenges from time to time, our staff survey feedback tells us that people like to work here and find that they can make a difference.

Some recent things team members have said in their appraisals about working in Planning, Performance & Insight

"I have really appreciated the support I have had in the team and the value and appreciation given to the work I have produced. This year the things that have kept me feeling positive are my enjoyment of the work, working with a lovely supportive team and the motivation to keep producing good results and create impactful change for the service."

"I love the variety in my job. I have enjoyed the last year and I look forward to furthering my career within the team. Thanks for the outstanding support I've been given."

"Looking back over the last 12 months I have learnt so much and really feel I have developed into my role and built up my confidence and knowledge."

"The work I have been doing has really stretched and challenged me over the last year. There have been times that have been very hectic for us as a team, but I think we support each other well through these times and that all of the work we are doing is valued."