**Manchester City Council**

**Role Profile**

**Performance and Development Officer, Grade 6 + 6.7% Flexibility payment.**

**Disability Supported Accommodation Service (DSAS) Performance Team**

 **Adults Directorate**

**Reports to: Business Development Officer**

**Job Family: Business Support**

**Key Role Descriptors:**

The role holder will provide high quality, customer focused, flexible and timely business support directly contributing to the achievement of objectives of a high quality service.

The role holder will efficiently manage staff in order to meet and raise service standards to achieve agreed business priorities, objectives and locality service/teams plans, in alignment with corporate strategies, policies and regulations.

The role holder will have a proactive role in supporting the service and management team in ensuring compliance with any statutory and legislative requirements.

**Key Role Accountabilities:**

Collaborate and effectively support teams in service development and implementation through effective action planning to ensure best practice standards and consistency, providing cover and flexibility where required.

Lead accountability in ensuring that appropriate business support processes are established, maintained and developed to meet the needs of the service and ensure they are deployed consistently across all provision.

Lead accountability for the effective management of data including the collation of accurate and comprehensive data in support of identified requirements, providing regular management reports to senior management.

Undertake projects as lead officer and contribute to strategic development and communication activities, in common with corporate and service initiatives.

Develop effective partnerships and collaborative working arrangements with other services and stakeholders to identify improvements and initiatives to enhance service delivery.

Line management of a team of development officers including appraisals, performance management and other duties.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Disability Supported Accommodation Service (DSAS) has a city-wide network of housing with support for adults aged 18+ with learning disabilities, autism and complex needs, individuals with a physical disability, adults whom are sensory impaired or have an acquired brain injury. The service continues to aim to make a positive difference to the lives of individuals with disabilities by offering quality housing and person-centred support and care as we believe that every individual has the right to achieve their full potential regardless of disability and that disability should not exclude a person from society and a fuller community life.

The Disability Supported Accommodation Service Performance Team, will develop and monitor service wide quality assurance systems. Supporting Registered Managers to carry out all duties in accordance with National Minimum Standards and Care Quality Commission guidance and ensure that statutory and legislative requirements are met in relation to the provision of community care services.

Manage and develop performance reporting systems and provide analysis of key performance indicators and recommendations on service improvements taking into consideration ethical, social and environmental impacts.

Shortbreaks Service including emergency placements. This citywide service offers 19 shortbreaks beds across 3 sites for citizens 18+ with learning and or physical disabilities and those with sensory impairments. Citizens with assessed needs are allocated a number of shortbreaks nights throughout the year. The service also provides placements for “emergency placements” to support hospital discharges and citizens who are having difficulties being placed elsewhere.

**The role holder will:**

Provide regular maintenance and administration to all existing DSAS and SBS Performance Team databases, including:

* Microsoft Office and Excel
* Microsoft Teams
* Tanda
* Just Roaming
* Joined up

Lead, manage and develop the team of development officers to deliver timely and accurate performance management information.

Be responsible for and manage an effective working relationship with external contractors and stakeholders exploring and developing solutions and system functionality to add further value and service efficiency.

You will support colleagues with the use of these systems and will be expected to work across the city as and when required.

Carry out attendance analysis and support Registered Managers in addressing these issues in accordance with the Manchester City Councils managing attendance policy in a consistent manner.

Identify and share best practices from the operation across the city, in relation to service performance to ensure value for money.

Carry out research and analysis of best practice from outside the organisation for potential future efficiency solutions.

To effectively line manage development and resourcing officers by providing supervision, coaching and performance appraisals.

To identify and support frontline staff alongside support coordinators to enable them to become computer literate and self sufficient in IT use.

To work collaboratively with the management team to ensure audit schedules are implemented and actions are followed through.

To work flexibly to provide support to the development officers between the hours of 8am -8pm.

To work a hybrid model that can include working from home and being office based around the city.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources
* **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Planning and Organising Skills:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making Skills:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

**Technical Requirements (Role Specific)**

Willingness to consent to apply for a standard DBS disclosure check.