



London Borough of Hounslow

Role profile

Job Title:	Head of Performance and Information	
Post Number(s)	206880	Grade: HMG2
Directorate:	Assistant Chief Executive's	
Service:		
Reports to:	Assistant Director of Programmes and Change	

PURPOSE OF ROLE:

The Head of Performance and Information will manage a team that will shape and lead Hounslow's corporate research, data collection and analysis priorities to enable effective business intelligence and insight.

This is a newly created role that will lead the Corporate Performance Management function, monitoring and actively managing under-performance against delivery objectives. As part of this the Head of Performance and Information will be accountable for the monitoring and delivery of Hounslow's business and service planning cycle, working closely with members and officers across the Council and being accountable for the review and development of the Corporate Plan.

The role will have responsibility for gathering management information across the organisation, guiding the team to create straightforward methodological approaches that give insight on progress against objectives. At the heart of this will be gathering corporate information to understand and data profile our residents to best respond to their needs.

The Head of Performance and Information will oversee the Corporate Information Team ensuring the delivery of the Local Land and Property Gazetteer, Geographic Information Services, Street Naming & Numbering and Land Charges functions.

CORE ACCOUNTABILITIES

You will be accountable for our Corporate Performance management at Hounslow, working across the Council –with Members and Officers -to set and monitor the delivery of our business and service planning cycle. Working closely with the Assistant Director of Corporate Strategy and stakeholders across the business, you will be responsible for the review and development of the Corporate plan.

You will lead a management information team that gives insight on corporate information that informs and measures our approach. As part of this you will need to establish how to provide organisational and local knowledge that progresses our corporate objectives, spotting issues to delivery as they arise and supporting the organisation to resolve them.

In addition, you will manage delivery of the Local Land and Property Gazetteer, Geographic Information Services, Street Naming and Numbering and the Land Charges functions.

The Head of Performance and Information will manage our Performance and Information teams to help develop and organise Hounslow to deliver. A key part of your role will be to ensure that teams are brought together in a way that blends and complements the skills of the teams and reduces duplication of effort. You will match the skills and capabilities of your team to the requirements for performance insight and information across Hounslow, horizon scanning to understand the future needs of the organisation. You will understand how to manage and prioritise the work of your team, as well as how to get the best from your people and will work closely with the Head of Policy and insight to reduce duplication of effort and increase efficiency and effectiveness across the Corporate Strategy directorate.

Where possible you will use digital solutions to collaborate and reduce duplication across the teams you manage and the organisation as a whole.

The Head of Performance and Information will have accountability for managing Corporate Risk, working with the AD for Corporate Strategy to manage corporate risk, continuously monitoring risk against delivery.

Working with the Assistant Director of Corporate Strategy and the Assistant Director of Communications, you will set out a governance framework for how we capture and share performance information at Hounslow. You will guide your teams to work in effective ways to share this organisational knowledge. In this capacity, you will have matrix management responsibility to ensure the organisation is reporting and achieving against our performance targets.

You will develop a strategic approach to sharing performance knowledge and information across the organisation, giving our people the tools to make evidence-based decisions based on the data available and creating a shared knowledge of what's happening within the organisation. To do this you will need to create coherent approaches to sharing information, enabling our staff to know where to go to find things out and progress. In this way you will help Hounslow make better use of our data to inform our decisions.

You will build relationships across Hounslow—from senior executives to project managers. It will be your business to shape and gather Corporate Information across Hounslow, reflecting that back through communications to different stakeholders.

You will build relationships with a wide variety of people which means you can adapt and flex your style, being creative and analytical, as the role requires, knowing when to lead and when to listen.

These are the values that drive us:

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

The top 5 things about you that are most important:

- You will have considerable experience and understanding of the role of Corporate Information in developing Corporate Strategy.
 - You will be comfortable with complexity and will have strong analytical and data skills that can establish what insight is needed when to deliver on our ambition for our residents at Hounslow.
 - You will have experience in project management and delivering at pace.
 - You will have leadership qualities that enable success, leading teams to establish the organisational offer for Performance and Information at Hounslow and monitor progress over time.
 - You will have strong collaboration and stakeholder management skills and be able to influence at all levels of the organisation, including our members and our corporate leadership team.
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