



Role profile

Role title	Senior Performance and Business Intelligence Manager
Reports to	Head of Strategy and Business Management
Team	Strategy and Business Management
Grade	JWS6
Date role profile created	29 July 2021

Role summary

This role will manage the Performance and Business Intelligence function. The function is responsible for analysing and interpreting waste data and contract performance information to identify trends, test solutions, present results and put forward recommendations that support the resolution of issues and strategic decision making.

The role includes:

- Working with partners to ensure that accurate waste data are collected via the Surrey-wide waste data system.
- Using this data alongside data from other sources to develop and produce regular performance reports.
- Managing the submission of statutory returns to central government.
- Managing the contract for the waste data system software, ensuring the system continues to meet the needs of partners.
- Collating relevant data and preparing regular reports on carbon emissions from county-wide waste collection and disposal activities.
- Managing the waste financial transfer mechanisms between the county council and the 11 district & borough councils.
- Providing analysis and insight to support other areas of the wider team's work.
- Continuing to improve the way data is collected, analysed and presented to improve performance and increase efficiency.
- Development of models which aid forecasting and scenario planning and enable partners to understand the implications of policy changes.

Work context

Surrey's 11 district and borough councils and the county council work together as the Surrey Environment Partnership to manage waste from the county's homes and tackle other environmental issues. Since the formation of the partnership in 2009 a range of initiatives have been undertaken to reduce waste and improve recycling including the introduction of separate food waste collections. As a result, Surrey has the third highest recycling rate of England's two-tier authority areas and the partnership's work has been recognised as ground-breaking and innovative.

Additionally, four of the councils, Elmbridge, Mole Valley, Surrey Heath and Woking, also work together to deliver waste collection and street cleaning services in their areas through a joint contract.

Joint Waste Solutions is the local authority partnership team that develops and delivers the countywide SEP work programme and also manages the joint contract. The team's vision is to become a trusted authority in environmental management, delivering high quality services and tangible outcomes that make a positive difference and help to secure a sustainable future.

<p>Line management responsibility if applicable</p>	<p>This role is responsible for the line management and development of the two Performance and Business Intelligence Officers.</p>
<p>Budget responsibility if applicable</p>	<p>Management of up to £2.5m of financial transfers per annum. Management of consultants and contracts up to the value of £200,000 per annum.</p>
<p>Person specification</p>	<p>Education, qualifications and training</p> <ul style="list-style-type: none"> • Degree educated or equivalent qualifications/ experience. • Evidence of continued professional development. <p>Knowledge and experience</p> <ul style="list-style-type: none"> • Experience of data and performance management within a complex organisation. • Knowledge of issues relating to contract monitoring and performance measurement. • Demonstrable track record of delivering successful outcomes in complex organisational/political structures. • Proven experience of developing business cases. • Experience of managing relationships with consultants, contractors and suppliers. • Experience of working at a management level with responsibility for managing and developing a team. • Experience of planning and managing budgets. • Experience of using IT systems to gather, manipulate and present large quantities of data • Knowledge and understanding of waste performance reporting would be an advantage. • Understanding and experience of local government and political sensitivity would be an advantage. <p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to analyse and interpret complex data using Excel. • Ability to present data to suit a range of audiences, including through the use of Excel, Word and PowerPoint. • Excellent communication skills, including report writing and presentation skills and the ability to structure clear

	<p>arguments and make them understandable to a range of audiences.</p> <ul style="list-style-type: none"> • Effective budgeting and financial management skills. • Highly organised, with the ability to prioritise and be flexible. • Proven problem-solving skills and ability to use initiative to find workable solutions. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Proven interpersonal, influencing and negotiating skills. • Authoritative and credible in dealings at all levels. • Able to gain the confidence of senior directors, elected members, employees and stakeholders.
Other requirements/ information	<ul style="list-style-type: none"> • This is a politically restricted post. • It is a fast moving environment where some out of hours working may be required. • Some travel will be required as part of the role.
Location	Woking