



**IPSWICH**  
BOROUGH COUNCIL

**Ipswich Borough Council**  
**Job Description: N17a**

**Performance & Projects Officer (Housing Advice)**

**Main Purpose of Job**

Development and delivery of project management services, effective performance management processes, management information and technological development and solutions.

**Main Duties**

1. Provide and review performance management processes and data (i.e. performance data and external reviews) to identify potential areas of improvement in council services. Prepare recommendations for service area and Corporate Management Team regarding possible solutions.
2. Identify, evaluate, and report key trends which may impact the service delivery and inform future business development including service risk and future service funding bids
- 3.
4. Facilitate and/or carry out reviews as directed by the Head of Housing Advice, provide solutions (e.g. through process change or system development and/or system procurement) and make recommendations on possible improvements/changes as necessary.
5. Provide project management, performance management and risk management skills and support to Heads of Service as appropriate.
6. Support the Policy and Strategy Officer by contributing to the production and delivery of the Housing, Homelessness and Rough Sleeping strategies and Operational Plan.
7. Contribute to and influence Housing Advice service area engagement with the Council's Performance Management Framework, including development to support service area improvement through data extraction and analysis using reporting tools.
8. Undertake research and benchmarking for the purpose of identifying areas of best practice in other local authorities to utilise as exemplars.
9. Act as the councils contact with external suppliers and provide onsite support of software systems, including the day to day running of reports, responding to system user enquiries, system upgrades and development.
10. To be responsible for the development and delivery of training packages on new processes and systems as is required to ensure effective use of processes and systems by users.

11. Undertake such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



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## Person Specification

### Performance & Projects Officer (BSU)

Attributes	Essential	Desirable	Method Of Assessment
<b>Qualifications</b>	Educated to Degree or NVQ Level 6 in a relevant professional/technical field and/or 3 years qualitative and relevant experience in a Projects / Systems environment.	Working knowledge of housing and homelessness issues	Application Form / Certificates / Interview
<b>Relevant experience</b>	Experience of project management and delivering successful change.  Demonstrate the ability to produce and analyse accurate and relevant reports and data in a variety of formats.	Local authority experience.  Experience of Business Process Reengineering (e.g. LEAN) and the management of projects through smartsheet, MS Project or other project management software..	Application Form / Interview
<b>Specialist knowledge</b>	Working knowledge of a broad range of IT and web based applications, and reporting tools that are used to extract Business Intelligence data  Working knowledge of all Microsoft Office applications.  An understanding of form building software.  Working knowledge of the process mapping of activities and an understanding of how technology or changes in a process can be used to deliver improvements .	Understanding of local authority finance and procurement processes.  Working knowledge of integration of back office systems to CRM system and customer portals through APIs and Web Services.	Application Form / Interview
<b>Personal skills</b>	Demonstrates a customer-focussed and responsive approach that improves service delivery.  Ability to build and maintain good working relationships with internal/external organisations.  Ability to organise and prioritise workload and meet deadlines.  Ability to work well as part of a team and also on own initiative.  Ability to communicate effectively across a wide variety of media.	Understanding of the most appropriate communication methods for different customer groups.	Application Form / Interview
<b>Special working conditions</b>		Ability to work occasional evenings and weekends, as and when required.	Application Form / Interview

