

Job Profile (Programme Performance and Resource Manager)

Job Title: Programme Performance and Resource Manager

Job Grade: Level 4 Zone 2

Salary Range: £42,687 - £49,515

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Camden is investing more in employment support to ensure that residents can access good work that enables them to live secure, sustainable and happy lives.

Through Good Work Camden, we're designing and delivering Job Hubs that provide accessible and relational employment support, testing innovative approaches to supporting residents, investing in our employment and skills partners and giving businesses the support they need to enhance their recruitment practices. It's an exciting time to join this work in Camden!

The post holder will develop, improve and coordinate performance and programme management systems and tools across Inclusive Economy workstreams to ensure the effective tracking and measurement of activity and impact.

About the role

You will think critically about the way we collect data and suggest improvements to better capture what we want to learn, and suggest new ways of collecting performance information, particularly amongst residents and service users. Furthermore, you will work with the Council's Learning and Evaluation partner to effectively deliver the Good Work Camden evaluation strategy and evidence the Theory of Change. A core aspect of the role will also involve ensuring that performance management systems comply with funding streams.

Through working with Inclusive Economy teams, and supporting officers to reflect and improve programmes and strategies, the post holder will support the council's ambition to develop opportunities for residents informed by insights from residents and partners.

Key objectives:

- To investigate trends arising from the data and provide a positive challenge to practice managers in terms of questions arising from the data and to undertake comprehensive and complex cross referencing of data sources to test out hypotheses linked to performance

- To oversee the service's quarterly performance reporting responsibilities and supply key information on programme delivery and impact insights to create updates for internal reporting, including to councillors.
- To support links between Inclusive Economy, internal services and partner agencies in terms of data and analysis
- To support the service with compliance and assurance, working with the Information Rights Team to ensure all our processes and services are compliant with data and safeguarding regulations.
- To oversee the co-ordination and management of external funding contracts, including for example, Connecting Communities, Central London Forward's European Structural Fund project.
- To work with the Head of Service to manage the service budgets
- To work with the Head of Service to design job profiles as required by the service and work with HR to manage the recruitment process
- To support the development of the Inclusive Economy Service's digital offer and customer information management systems
- To effectively use programme management tools such as planning, risk assessment and reporting, budget and resource management, procurement, communication, issues logging and progress reporting.

About you

- Advanced knowledge of MS Office programmes (Word, Excel and PowerPoint); systems reporting tools and programmes, data presenting, and a demonstration of how these can be effectively deployed to support performance management information.
- Able to demonstrate the Camden Way
- High level of analytical capability and able to take a strategic approach
- Political sensitivity, judgement, and ability to work with senior business leaders, public sector leaders and politicians
- Ability to work proactively, creatively and flexibly, responding to business evidence and needs and lobbying funders and other agencies
- Excellent communication, presentation and influencing skills that can be used at a range of levels including Council members, private sector partners, senior managers, service providers and service users
- Diplomacy skills, including the ability to establish and maintain good working relationships with a wide variety of people
- Excellent project development, management and monitoring skills
- Excellent organisational skills and the ability to forward plan and manage multiple tasks with minimum supervision and to tight deadlines
- Ability to research and analyse management and financial information and present complex data as simply and meaningful as possible to a high standard
- Understanding of compliance and assurance and a grasp of relevant regulations (e.g. GDPR)
- Good financial and budget management skills
- Good numerical and data processing skills

Work Environment:

The role will be a hybrid of office and home working.

People Management Responsibilities:

The post holder will line manage two officer, an administration post and a compliance and monitoring post.

Relationships:

- The role will report to the Employment Strategy Manager
- You will work closely with Head of Inclusive Economy and the Inclusive Economy management team
- You will work closely with Job Hub Leads
- You will build strong relationships with employers, council services, external partners and residents

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.