Job Profile

SOUTH YORKSHIRE
SY MCA
MAYORAL
COMBINED
AUTHORITY

Job Title	Programme Performance Officer
Team	Procurement, Contracts and Programme Controls
Reporting To	Head of Programme Controls and Performance

About your role

This role will be responsible for pro-actively supporting grant management and coordination of performance reporting across the South Yorkshire Mayoral Combined Authority funded programmes. You will act as the coordinating interface for the programme management system (VERTO), verifying data accuracy and ensuring dynamic evolution of the system whilst embedding its use with internal and external partners, providing training and support to enable management, reporting and controls. You will facilitate standardisation across funding streams and ensure that programmes and projects are managed to the highest possible standards and that accurate and meaningful reports and reviews are available to internal and external partners, leadership, funders and Boards.

Why is your role important or how does it add value?

- Responsible for the management of VERTO guidance and training, ensuring it is understood and embedded with internal and external partners
- Through the dynamic evolution of VERTO, ensuring it remains innovative in system capability and user needs
- Collaborating with internal and external partners, providing advice and support on issues relevant to support grant management and performance management relevant to the use of the VERTO system
- Responsible for maintaining an overview of programme reporting conditions and deadlines, ensuring that VERTO remains fit to support performance reporting requirements for the relevant portfolio, to enable the organisation to provide standardised (wherever possible), robust and concise performance data for scrutiny to internal and external partners, leadership, funders and Boards
- Responsible for pro-actively supporting internal and external partners to ensure that programme management, controls and performance reporting requests and deadlines are met
- Through collaboration with other support functions to ensure development teams receive a joined-up, responsive service

What are the tasks or work areas you are responsible for?

- Responsible for ensuring the data completeness and accuracy of the programme management system (VERTO), to facilitate creation of robust and timely reporting to business partners, leaders, funders and Boards.

- Responsible for enabling and implementing dynamic evolution of the programme system whilst embedding its use with internal and external partners.

- Assist in the preparation of standardised (wherever possible) high-quality reports relating to programme performance to internal and external partners, leaders, funders and Boards.

- Use of Power BI reporting to collate and analyse programme performance, working creatively with internal partners to enhance data accuracy in advance of presentation.

- Working collaboratively with internal and external partners to develop and embed VERTO guidance and training, including the preparation and delivery of presentations, securing assurance and approval from the Head of Programme Controls and Performance.

- Provide professional advice and guidance in relation to the programme management system and performance reporting, with consideration for the complex requirements of partnership management issues, ensuring that key milestones and information are communicated to with internal and external partners.

- Identify, evaluate and implement processes, technology and systems to enhance programme and service delivery.

- Pro-actively maintain an overview of programme reporting conditions and deadlines, coordinating and supporting internal partners to secure assurance and sign off in advance to ensure deadlines are met.

- Working collaboratively with internal and external partners to pro-actively ensure data within the management system is robust, maintain an overview of new programmes, gateway approvals and key programme/project changes to support system users in ensuring data completeness and accuracy in a timely manner.

- Interrogate data within VERTO via periodic reviews, working alongside quality assurance teams, internal and external partners, and recommend appropriate action where analysis leads to identification of anomalies or absence of data, tracking these to rectification and/or completeness.

- Responsible for the creation, implementation and maintenance of a reporting tracker and communicative management tools to ensure high standards and timely submission of performance reporting, securing approval by the Head of Programme Controls and Performance.

- Work collaboratively with the Programme Management Office to ensure contractual performance aligns with programme management including but not limited to; new programmes, performance reviews, project and programme controls, change management, benefits realisation and risk.

- Support the development of strategies to optimise the grants administration process in order to strengthen linkages across internal partners within the Development, Finance, Assurance and Policy, and PMO teams.

- Carry out analysis to diagnose service delivery problems. Report on these trends and assist in the development and implementation of action plans to maintain and continually improve levels of service.

- Undertake any other duties commensurate with the role as requested by management

About You

What kind of **behaviours** are important?

Ambition	Sets challenging, ambitious goals, KPI's and objectives for all of their team based on critical areas of performance	
	Visibly demonstrates a can-do approach to their role, challenges they face and changes - upbeat and optimistic	
Innovative	Demonstrates connectedness with colleagues when developing solutions to ensure alignment with colleagues' goals	
	Thinks strategically when developing solutions and ideas, thinks for the long term to ensure solutions are sustainable	
Integrity	Consistently focused to achieve outcomes when faced with conflicting priorities	
	Able to successfully manage multiple project streams simultaneously	
Collaborative	Demonstrates a mature, inclusive leadership style that encourages debate, discussion, and involvement	
	Actively listens to the ideas, thoughts, and opinions of colleagues, doesn't leap to conclusions or dismiss the contributions of others	
Flexible	Empowers the team to deliver initiatives, delegates the authority to act to appropriate team members	
	Clearly articulates the need for change with the team to establish the motivation and drive to do something in a new way	
Impact	Responds swiftly and positively to changes in the agreed objectives or plans, flexible to adapting the plan	
	Actively seeks out opportunities to make things better, focused on constantly improving outcomes and processes	

What **qualifications** or wider knowledge do you need?	E/D	A/I
Educated to degree standard or equivalent (must include English language and Maths to GCSE level) or relevant experience	E	A
Proficient in Microsoft Office	E	I
Understanding of Power BI reporting	E	A/I
Knowledge of project/programme management systems and their use in a business environment	E	A/I

What previous **experience** is needed?	E/D	A/I
Proven experience of working with project/programme management systems	E	A/I
Experience of working on grant funded activity	D	I
Experience of developing and embedding guidance and training across an organisation	E	A/I
Experience of data analysis, interrogation of complex content and/or quality assurance	E	A/I
Experience of collation and presentation of project/programme performance data including risks/issues	E	I
Experience of working with highly confidential, sensitive, and contentious information	E	I
Experience of utilising Microsoft products e.g. Word, PowerPoint, and Excel to produce professional documentation.	E	I

	E/D	A/I
Experience of working collaboratively and supporting business partners in project/programme management	E	A/I

What **skills** should you have?	E/D	A/I
A confident communicator, both verbally and in writing, possessing strong influencing and negotiation skills with demonstrable experience of engaging teams or functions through change to achieve overall goals	E	I
Strong administrative skills and self-motivated with the ability to set priorities and manage multiple tasks under minimal supervision	E	I
Highly numerate and able to think innovatively in relation to systems content and to think creatively about options	E	I
Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision with a high degree of tact and diplomacy	E	A/I
Ability to work alongside senior levels within an organisation and partnerships, sometimes in areas of tension and conflict with evidence of sound judgement and an ability to anticipate and plan for future developments and options	E	I
Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information.	E	I
Proven ability to work collaboratively with teams effectively	E	A/I
Excellent and well-developed management skills, to include an ability to think creatively and implement solution and outcome focussed problem solving with an ability to initiate and manage change through influence and collaboration	E	I
Skilled in picking up new areas of work and rapidly make a valued contribution, including the ability to establish credibility.	E	I

Key
E = Essential / D = Desirable
A = Application Form / I = Interview