
Post Title: Client & Performance Officer

Post Hours: 37 hours per week

Grade: Scale 4 – SO1 (Career Graded Post)

Responsible to: Corporate Client & Performance Manager

Responsible for: N/A

Main contacts associated with principal duties:

- Elected members, Directors and senior staff of Pendle Borough Council
 - Staff in the Council's service areas, Liberata UK Ltd and Pendle Leisure Trust
 - Officers within other local authorities
 - Software suppliers of key Council systems and applications
 - Public bodies and partnerships
 - Central Government Departments and Agencies, such as Ministry of Housing, Communities and Local Government (MHCLG), Office of National Statistics (ONS) and National Cyber Security Centre (NCSC)
 - Local Government organisations, such as Local Government Association (LGA), etc.
 - Members of the Public
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Job Purpose:

To provide support in the delivery of all aspects of the service, primarily linked to the Council's and the Client performance management frameworks.

To foster good working relationships with all stakeholders, officers and partners.

To work with the Corporate Client & Performance Manager overseeing IT systems used by the Council and supported by the Council's outsourced IT service provider, particularly in supporting delivery of the ICT Strategy and Customer and Digital Strategy.

Control of Resources: None

Main duties and responsibilities:

1. To support and co-ordinate the Council's arrangements for performance monitoring including the management, operation and maintenance, development and updating of the Council's performance management system to agreed timescales and standards, including data quality.
 2. To be responsible for gathering, analysing and monitoring the Council's performance indicators, Council Plan priorities, strategic risks and producing quarterly reports for Corporate Leadership Team (CLT), Accounts & Audit Committee and Executive.
 3. To work with the Corporate Client & Performance Manager overseeing IT systems used by the Council and supported by the Council's IT service provider, alongside supporting the Council's IT system owners in delivery of IT projects.
 4. To support the development of the Council's annual Council Plan and its application.
 5. To co-ordinate and facilitate the annual service planning and PI review process.
 6. To adopt and foster an innovative problem-solving approach to deliver in-house solutions to issues, including digital transformation and working with our web team and IT service to achieve continuous improvement and efficient practices.
 7. To support the Council's corporate risk management arrangements, as required, alongside the Corporate Client and Performance Manager.
 8. To support the Corporate Client and Performance Manager in the contract management arrangements between the Council and Liberata, as required (for outsourced services: IT, Payroll, Customer Services and Revenues & Benefits).
 9. Periodic completion of statutory and other service or corporate returns (these may include returns on behalf of Government departments or other external agencies), such as submission of Council Tax data to ONS on a monthly basis.
 10. To ensure that the study requirements of the designated college and examining body are met.
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General

11. To be aware of your responsibilities under legislation relating to equalities, safeguarding and other key duties, together with the objectives and targets required in the Council Plan and to support the delivery of agreed objectives within the timescales specified.
12. To fulfil personal requirements with regard to the Council's policies and procedures, particularly those linked to health and safety, customer care, data protection and information security.
13. To undertake such other duties as may be assigned and are commensurate with the grading of the post.

Selection Criteria	Essential Or Desirable	Assessment Method
Qualifications		
1. 5 GCSEs or equivalent.	Essential	Application Certification
2. Level 4 (or equivalent) qualification in project management or business analysis.	Essential	Application Certification
Knowledge, skills, abilities and experience		
3. A working knowledge of performance monitoring and what it entails.	Essential	Application Interview Test
4. A sound knowledge of IT systems to enable the post holder to input / extract / analyse information effectively.	Essential	Application Interview Test
5. Good numeracy skills (e.g. to calculate performance indicator outcomes and trends, check quality of data provision, ability to work with and query datasets, etc).	Essential	Application Interview Test
6. Good oral and written communication skills with the ability to draft well-structured reports and deliver presentations.	Essential	Application Interview Test
7. Ability to work independently and manage competing demands.	Essential	Application Interview
8. Ability to work collaboratively and creatively with colleagues across the organisation and apply influence to ensure positive corporate outcomes.	Essential	Application Interview
9. Excellent attention to detail	Essential	Application Interview Test
10. Experience of office administration using a variety of digital systems, with good working knowledge of M365 applications, such as Word, Excel, Access, Outlook, SharePoint, Teams and PowerPoint.	Essential	Application Interview Test
11. Adaptable and receptive to new ideas and willing and able to adjust to new work demands and circumstances.	Essential	Application Interview
12. A working knowledge of risk management.	Desirable	Application Interview
Special Requirements		
- Commitment to working towards the Council's equality objectives. - Willingness to undertake occasional out-of-hours working		

Career Grade

Scale 4	Able to undertake the majority of the duties of the post with supervision. Able to follow existing procedures. Commencing Level 4 Qualification in either project management or business analysis.
Scale 5	Progression with Level 4 qualification and gained relevant experience. Able to work more independently but still has recourse to manager.
Scale 6	Part/fully qualified in Level 4 qualification and more in-depth knowledge and experience. Evidence of research skills and managing programmes. Strong working relationships with the partners, including the third sector.
SO1	Fully qualified. Able to effectively undertake all duties and responsibilities.
Progression through the pay scales is at the discretion of the Manager and agreement with HR, having regard to qualifications, the competence of the post holder and the availability of work at the appropriate level.	

Date: March 2026