

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

--

Job title:	Performance Improvement Lead	Location:	Cirencester
Department:	Resources, Performance, Data & Growth	Service:	Business Information, Performance & Improvement
Reports to:	Business Information, Performance & Improvement Manager	Working Hours:	37 hours per week
Job group:	Specialist - Level 2	Peer group no:	PGI1
Business World Post number:	New Post	Direct Reports (if applicable):	None
FTE Salary pro rata:	£38,248 – £38,843	Contract type:	Up to 12 months Maternity Cover

Main purpose of this specific role:	Produce accurate and meaningful operational performance information, support the setting and monitoring of service targets, and enable managers to take timely improvement action across a wide range of service
Main requirements of this specific role:	<ul style="list-style-type: none"> • Monitor, review and measure performance to support improvements in efficiency and effectiveness across services. • Lead the development of clear KPIs/targets, monitor delivery and highlight trends, risks and areas for improvement. • Identify underperformance and support managers to take timely and effective corrective action. • Lead and support the implementation of change within service areas, helping to embed new ways of working.

	<ul style="list-style-type: none"> Assist managers to monitor and improve performance at both department and individual officer level. Produce clear information that turns data into useful, actionable information. Work collaboratively with Corporate Services and service leads to ensure performance data is accurate, consistent and reflective of actual service delivery. Champion continuous improvement and support a performance-driven culture.
Essential qualifications/skills/ experience specific to this role:	<ul style="list-style-type: none"> A qualification in data, analysis or business or similar, equivalent to a degree or relevant experience of five years GCSE Maths and English or equivalent to grade C/4 or higher Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders Experience of being involved in continuously improving services and developing products to meet customer need Ability to remain calm and confident when dealing with challenging customers and environments Ability to resolve complex issues by negotiation Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes Demonstrate commitment and resilience to succeed Ability to work independently under pressure and within tight deadlines Excellent written and verbal communication skills Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> Knowledge, understanding or experience of project management Membership of a relevant professional body Prior experience of local government reporting cycles
	Generic Job Profile:
Main Purpose of a role within this job group :	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> Provide technical expertise, advice and direction to internal and external customers when solving problems or managing risks Apply a high level of expert knowledge within a technical area of expertise and manage sensitive, open ended and complex case or project based work

Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions that meet the needs of all stakeholders with limited guidance and direction • Working in a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard • Be responsible for small projects or input into large projects • Maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines and make informed assessments, advise stakeholders and take action • Ability to interpret and find solutions to ambiguous and partial information • Play an integral role in innovating products and continuously improving services • Act as a lead technical advisor within the relevant service area • Mentor and train colleagues • Carry out duties with discretion, integrity and maintain confidentiality • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Ensure that issues and problems are effectively mitigated and solutions developed which meet customer needs • Ensure all relevant customer and company information is captured and recorded accurately • Understand and demonstrate commitment in delivering the key performance indicators within the function • Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring, as is reasonably practicable, that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework

Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Full UK Driving License• Ability to travel/ access to a vehicle for work purposes
Date reviewed:	15/01/2026
Reviewed by:	Gemma Moreing
Manager job title:	Business Information, Performance & Improvement Manager
Date of issue:	
Checked HRBP:	Jenny Wells 20.01.2026