

## **Q-10446 Performance Manager – Band B1 £36,500 - £42,825**

### **Parliamentary Digital Services**

The Parliamentary Digital Services forms part of the Parliamentary Administration. The Parliamentary Digital Service works closely with both the House of Commons and House of Lords to deliver new technologies and technology enabled change both through 3<sup>rd</sup> party contracts/procurements and in-house bespoke development. We are responsible for all operational ICT support for Parliament including a complex business applications portfolio and a secure and efficient network / desktop environment for MPs, Lords and Parliamentary staff.

### **THE ROLE**

This is an excellent opportunity for a talented individual to play a key role in helping shape the way Parliament manages its performance.

We are looking for someone who can make a difference to our performance reporting and management, working closely with our operational departments to provide continual analysis in a variety of different formats, advising Senior Managers on performance issues and helping develop the way we develop our Business Intelligence tools.

The role will require adept skills in data analysis, manipulation and management, and successful applicants will be able to demonstrate a variety of skills in developing and implementing performance management frameworks in complex organisations. Working closely with colleagues across Parliament is an important element of the role, in order to help ensure the delivery of the Digital Service Business Plan.

Please view [Parliament.uk](http://Parliament.uk) for more information and the job description

### **YOUR SKILLS AND EXPERIENCES**

We are currently looking for someone who has:

- Proven ability to form effective working relationships with key customers, stakeholders and colleagues within a complex management structure
- Excellent oral communication and interpersonal skills with proven ability to explain technical issues to non technical people
- An aptitude for statistical analysis and an understanding of the value and need for integrity when selecting, representing and analysing statistics.
- Pro-active in devising improvements and recommending changes to systems, products or services and with experience of planning and delivering changes to processes.
- Excellent report design ability in the support of decision-making, including an aptitude for doing so within the Microsoft toolset, Excel and Visual Basic for Applications (VBA), SharePoint in particular.
- Understanding of ITIL Service Management principles

Desirable

- Familiar with standards associated with good digital practice, for example; PRINCE, agile project methodologies.
- Understanding and experience of using PowerBI for creating dashboards

## **SALARY AND BENEFITS**

We offer a comprehensive benefits package including:

- excellent learning and development opportunities
- generous annual leave,
- contributory pension scheme,
- childcare voucher scheme, on site nursery,
- season ticket/bicycle loans,
- in house gym

## **HOW TO APPLY**

***PLEASE ENSURE THAT YOU SUBMIT A CV AND A COVERING LETTER. Your covering letter should demonstrate broadly how you meet the criteria in the job description for the relevant job that you wish to apply for and must specifically address the 6 areas listed above. Your CV will not be considered if a covering letter is not attached.***