

# Manchester City Council - Performance, Research and Intelligence KPI Framework

## PROJECT OVERVIEW

The council's Performance Research and Intelligence team (PRI) provides the insight, quality assurance, decision support, and impact evidence that enables council services to improve, make the right decisions and deliver better outcomes for residents across a whole range of services. We also need to measure ourselves! We need to check that we are meeting our own objectives, delivering an excellent service.

The Q-step fellow will:

Review our existing service plan, operating model, dashboards, and reporting - speak to colleagues across the PRI service and look for suitable metrics we can use or new information we may need to capture to help us measure our performance - help us track how well we are doing! In doing so you'll get to know about the whole range of work we do and how it is embedded within the local authority and our connections across the public sector.

You'll propose a PRI Place Neighbourhood KPI framework using SMART measures (clear definitions, targets, frequency)

Design and prototype a KPI scorecard (Excel) with baseline/target fields, RAG status, and trend arrows for example

Produce a short presentation deck summarising the framework and recommendations

Expected outputs by the end:

A PRI Place Neighbourhood KPI Framework (structured list of KPIs by theme with definitions)

A KPI scorecard prototype (Excel) linked to mission + operating model

A 10-12 slide presentation for governance / team use

## PRACTICAL ARRANGEMENTS



### Organisation and Team

Performance, Research and Intelligence



### Working Arrangement

Hybrid



### Selection Method

Interviews will be held in person  
(at the University of Manchester)

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## SUPPORT AND TRAINING

- 1-1 supervisions/mentoring and shadowing colleagues 'on the job' rather than formal teaching.
- We would like the student to be part of the team for their placement and work alongside the multi-disciplinary team in Performance, Research and Intelligence - where possible we would also encourage the student to sit in on some relevant meetings, observe a council committee and perhaps a site visit some front line council services in community settings.
- During the process they will meet with and learn from colleagues across the service and also stakeholders who we interact with

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## APPLICATION CRITERIA

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### ESSENTIAL

- Good written and verbal communication skills.
- You will need to interview staff across a large council team and be confident in leading a discussion and gathering information for the research.
- Digital literacy and confident with Excel and PowerPoint - and interpreting simple statistics.
- Able to manage and plan own workload as part of a team.
- Willingness to learn the Local Government context, learn about everything we do as a service and how to construct a measurement framework.

### DESIRABLE

- Familiarity with the local government context and a passion for understanding public service and how data, evidence and intelligence shapes a modern local government service.
- Confident in visualising data, user centred design (thinking how the outputs would be used by practitioners).
- Knowledge of how measurement frameworks or logic models work and how to identify robust and practical indicators.