

## Job Description

|                       |   |
|-----------------------|---|
| <b>Directorate</b>    | <b>Grade</b>  |
| Resources             | M6  |
| <b>Service</b>        | <b>Job evaluation number</b>  |
| Performance           | A3292   |
| <b>Reports to</b>     | <b>Responsible for</b>  |
| Chief Finance Officer | 2 x Performance and Research Analysts<br>1 x Performance and Research Assistant |

### Job purpose and role

This is a highly visible, proactive and influential role that will lead on performance, research, business improvement, quality assurance, root cause analysis and benchmarking across Beyond Housing (social housing provider). Responsible for a small team, the Performance Manager will develop best in class services across a range of different performance disciplines and will champion performance improvement. The post holder will be an outstanding communicator, effective problem solver and have significant influencing and analysis skills to ensure both buy in and effective application of business intelligence by colleagues and key stakeholders to support the organisation.

The role involves delivering a suite of regular KPI measures across the business. Interrogating data and presenting performance information across our housing services is important, working alongside senior managers and the Board to drive improvements for the Business.

The Performance Manager will also lead our approach to VFM measuring KPI's, metrics and establishing a framework that supports efficiency, effectiveness and economies and ensuring ongoing compliance with the VFM standards.

The post holder will be expected to deliver a visible and effective service across our primary sites, and will be required to operate at both our Redcar and Scarborough offices.

### Main duties and key result areas

- Leading on the provision of housing performance management, research, business improvement, quality assurance, root cause analysis and benchmarking processes
- Developing and embedding a performance, planning and analysis management framework
- Developing an approach to data mining and visualisation that ensures colleagues have the right information available at the right time to support the delivery of

- excellent services to customers and key stakeholders
- Responsible for the submission of accurate and timely housing statistical data returns
  - Establishing an effective approach to research in order to identify and help shape best practice
  - Delivering detailed analysis of housing related data to colleagues, key stakeholders and senior management, identifying trends, concerns and areas for improvement
  - Developing improvement action plans to tackle areas indicating declining performance and metrics and to support and encourage continual improvement
  - Leading on the development and ongoing certification of our management system, ensuring this is consistently applied across all of our operating areas
  - Developing and rolling out a VFM framework, ensuring engagement from colleagues and customers to deliver ongoing compliance with the VFM standards.
  - Leading on a range of project metrics measuring (voids, repairs, rent arrears, safety stats, financial data (gearing, ROCE) etc) to help deliver our strategy and support the Programme Management Office
  - Prompting and embedding a culture which supports continual improvement
  - Developing highly skilled and motivated employees through the provision of training, coaching, awareness and communication
  - Challenging and improving standards to maintain best practice and promote greater VFM
  - The IT systems used within the team: primarily **SAP Business Objects**, Orchard HMS, Power BI as well as Microsoft Office applications (Excel, Access, Powerpoint).

Please note that the above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

**ALL employees are expected to:**

- Live the Company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area

- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

**Managers are also be expected to:**

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that employees attend identified training
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded
- Effectively manage physical, human and financial resources allocated as your responsibility
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

| Version No | Revision Date | Reason for Revision             |
|------------|---------------|---------------------------------|
| 1          | January 2019  | New role                        |
| 2          | July 2019     | Slight revision for recruitment |
| 3          | Sept 2019     | Slight revision for recruitment |

## Person specification

| Attribute   | Detail  | Essential or desirable |
|---|---|------------------------|
| <b>Skills and abilities</b>                                     | Fluent and effective communication and persuasive skills at all levels and across a range of subject areas  | E                      |
|   | Excellent problem solving skills with the ability to identify innovative and forward thinking action plans to improve performance or service delivery | E                      |
|   | Strong analytical skills and attention to detail, with the ability to identify themes, trends and issues within large and complex data sets           | E                      |
|   | Excellent ICT and report writing skills   | E                      |
|   | Strong relationship management skills and proactive service delivery  | E                      |
|   | Able to present information effectively and with impact across the organisation – to customers, colleagues, stakeholders and senior management        | E                      |
|   | Able to lead a small team and proactively manage key projects   | E                      |
|   | Designing and implementing performance, planning or business improvement frameworks   | E                      |
|   | Building appropriate and effective professional networks  | D                      |
| <b>Knowledge and experience</b>                                 | Experience of leading a business improvement or performance team  | E                      |
|   | Experience of using statistical software analysis to query large and complex datasets from a variety of different sources                             | E                      |
|   | Experience of undertaking quantitative and qualitative research into service improvement  | E                      |
|   | Knowledge of the principles and application of benchmarking to improve performance  | E                      |
|   | Experience of carrying out and approving data quality audits  | E                      |
|   | Experience of working with data visualisation tools and the provision of real time performance information  | E                      |
|   | Experience of programme and project management  | E                      |
|   | Experience of SAP Business Objects (or similar) and universe design   | E                      |
|   | Knowledge of the Value for Money Standard and benchmarking  | E                      |
|   | Financial and audit experience (ACCA, AAT, CIMA)  | D                      |
| Knowledge of information security and data integrity principles | D   |                        |

| Attribute                  | Detail   | Essential or desirable |
|----------------------------|--|------------------------|
| <b>Qualifications</b>      | Educated to degree level (or equivalent professional                                   | F                      |
|                            | Full driving licence (if you have a disability we will explore                         | F                      |
|                            | Programme/Project Management qualification   | D                      |
| <b>Personal attributes</b> | Flexible and open to change  | E                      |
|                            | Professional and customer orientated approach  | E                      |
|                            | Effective team worker  | E                      |
|                            | Committed to inclusion, equality and diversity   | E                      |
|                            | Aligned to the aims and values of the company  | E                      |
|                            | Committed to personal and professional development                                     | E                      |
|                            | Proactive and committed to continuous improvement in service delivery                  | E                      |
|                            | Collaborative approach: one company, one team  | E                      |
|                            | Focussed on leading, coaching, empowering and motivating employees                     | E                      |
|                            | Committed to team development and identification of on-going training needs            | E                      |
|                            | Willing to take ownership and be accountable for decisions and actions                 | E                      |
|                            | Ensures decisions and actions are in line with company values, policies and guidelines | E                      |