

Business Performance & Improvement Officer



Role Overview

Responsible for governance and management of Your Housing Group's (YHG's) Key Performance Indicators (KPI's) including documentation, definition and business reporting.

Ensuring KPIs are defined and calculated accurately, and systems/interfaces are updated accordingly. Identifying areas of performance trends internally and potential trends to be aware of. Supporting the business with TSM collation and reporting.

RESPONSIBILITIES

- Assist the Performance & Improvement Manager in maintaining performance measures, KPIs and balanced scorecards, ensuring a robust approach to KPI management, governance, performance analysis and reporting. Proactively analyse performance data to identify trends, risks and opportunities, supporting business decision-making and ensuring KPI definitions, compliance requirements and system calculations remain accurate and up-to-date.
- Analyse monthly performance metrics, forecast KPI impacts and work with Business Intelligence team members and stakeholders to ensure accurate KPI reporting and data integrity.
- Contribute to high quality monthly performance reports and insights for Senior Leaders, Executives, Board and Committees to support informed decision-making.
- Support the Performance Reporting Framework by producing tailored performance reports and dashboards for Board and the relevant subcommittees. Ensure automation of KPI scorecards is accurate and changes to data/systems are updated accordingly.
- Liaise with all areas of the Group to continually expand and improve KPIs, developing and implementing corrective action plans and ensuring that new reporting requirements can be accommodated.
- Remaining cognisant of the changing external environment and highlighting and implementing additions/changes to current reporting process.
- Main contact for Tenant Satisfaction Measures, overseeing data collection, reporting, governance, compliance and year-round process assurance.
- A key part of this role is driving continuous business improvement by identifying opportunities in business performance and sector benchmarking reporting, ensuring that meaningful improvements are delivered to support long-term organisational development.

Our values



Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.



Caring
We show kindness and consideration to our customers and each other.



Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

- Carry out quality assurance activity on performance output and KPI calculations and definitions, providing oversight and challenge when required.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Excellent relationship building skills that balance service delivery whilst maintaining oversight and scrutiny.
- ✓ Highly analytical and can spot current trends and predict future impact
- ✓ Excellent IT skills, proficient in Microsoft Office
- ✓ Able to translate complex data simply using clear and articulate communication skills, written and verbal.
- ✓ Strong communication and presentation skills with ability to tailor approach to different stakeholders
- ✓ Ability to collate, analyse and interpret numerous data sets to form holistic performance picture.

ESSENTIAL REQUIREMENTS

- ✓ Proven experience of ability to extract and analyse relevant facts from data and relevant IT applications
- ✓ Demonstrable experience of understanding different stakeholder requirements and presenting information to the required audience level
- ✓ Experience collating, formatting and disseminating complex performance data to ensure suitability for various audiences as appropriate.
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Process Mapping
- ✓ Lean six sigma and Agile
- ✓ Benefits realisation

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