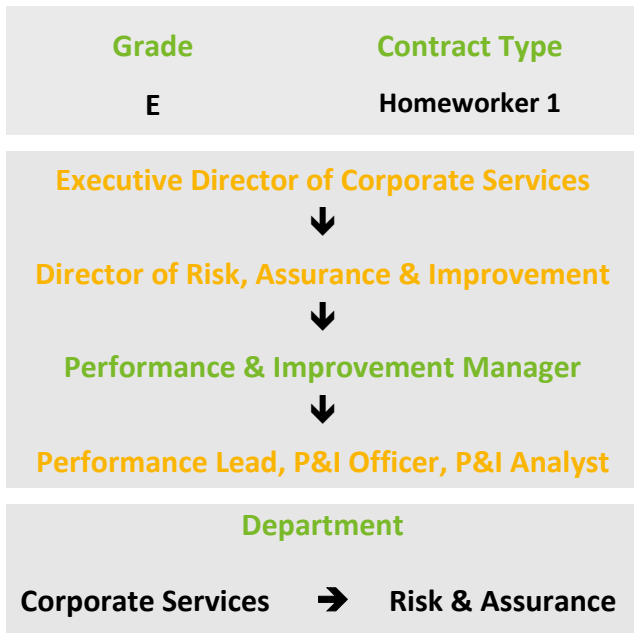


Performance & Improvement Manager



Role Overview

Key accountability for the development, implementation and management of the Group Performance Framework.

Lead on performance insight and lessons learned activity and define improvement actions that enhance business performance and reduce organisational risk.

Act as a trusted advisor, owning the development and application of performance standards and improvement frameworks that enable the organisation to deliver strong results and evolve as a learning organisation.

RESPONSIBILITIES

- Own the organisation's performance reporting framework, including KPI definitions, standards and reporting cycles.
- Deliver high-quality, accurate and independent performance reports for Boad, Committees and senior leadership teams.
- Ensure all performance reporting linked to regulatory returns meets the highest standards of accuracy and integrity, supported by robust assurance processes.
- Create and embed a triangulation framework combining performance data, benchmarking and lessons learned to generate actionable insight and position the organisation as a learning organisation and drive smarter ways of working
- Define and direct improvement actions based on root-cause analysis and lessons learned, embedding a culture of continuous improvement.
- Responsible for the design and implementation of continuous improvement initiatives through business analysis practices, driving efficiency through lessons learned, root cause analysis, and end-to-end process optimisation.
- Lead benchmarking exercises to compare organisational performance against peers and identify improvement opportunities.
- Plan and deliver deep dives and "tight ship" reviews on priority areas, producing clear findings and recommendations.
- Manage the forward schedule of deep dive and process reviews and track progress of improvement initiatives, ensuring visibility of delivery and benefits realisation.
- Develop and implement commentary standards to ensure clarity and consistency in performance reporting.
- Continuously refine reporting processes, tools, and assurance mechanisms to improve usability, accuracy and decision-readiness.
- Support and develop team members, building capability in performance analysis and improvement techniques.
- Engage senior stakeholders to agree targets, interpret results, and align improvement actions with organisational priorities.

Our values



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

STRENGTHS

- Able to build strong relationships with senior leaders, present insights confidently and influence decisions
- Keen eye for detail with the ability to translate and triangulate information across various sources to identify improvement opportunities.
- Understands the crucial balance between fair, transparent reporting and pragmatic interpretation that supports informed decision-making without compromising integrity.
- Aligns performance insights and improvement actions with organisational priorities and long-term goals
- Skilled problem solver resolves complex issues and adapts to changing priorities effectively and handles escalations to achieve desired result.
- Strong in-built analytical mindset.

ESSENTIAL REQUIREMENTS

- ✓ Proven significant experience in performance reporting and continuous improvement principals, with relevant Degree qualification
- ✓ Familiarity with embedding organisational learning through structured lessons-learned processes & identification of root cause issues
- ✓ Skilled in interpreting complex data, ensuring accuracy and independence of reporting, and providing assurance to senior leaders, including regulatory returns.
- ✓ Prior experience of setting and taking responsibility for outputs and quality standards for team members and others.
- ✓ Prior experience managing a team and fostering a high-performance culture
- ✓ Demonstrated track record in managing organisational performance frameworks, KPI reporting and continuous improvement initiatives including end to end process improvement.

BENEFICIAL TO THE ROLE

- Understanding of compliance and regulatory reporting requirements within the housing or public sector context.
- Ability to coach and develop team members in performance and improvement practices.
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- Benchmarking & External Comparison – experience in conducting benchmarking exercises and applying insights to drive improvement
- Experience of using a structured methodology such as LEAN or Six Sigma, with green belt being advantageous
- Excellent problem-solving skills