

# Performance and Compliance Lead

## Operations Directorate

### What's it all about

As a pivotal member of our Operations Directorate, the Performance and Compliance Lead role has been strategically designed to bring a sharp focus on performance and compliance. Your responsibilities will span managing a dynamic team, including Voids and Lettings Co-ordinators and regional administration colleagues.

You will play a crucial role in analysing, interpreting, and communicating data and information from diverse sources to various audiences. This involves making data-driven decisions to foster a culture of evidence-based decision-making. Your role is instrumental in promoting innovation and continuous improvement, challenging existing practices, and developing more effective means of enhancing service outcomes.

With management experience, you will have the opportunity to significantly improve performance and compliance e.g. voids and lettings within your region. Your role involves developing and managing a rigorous compliance function within your team to ensure adherence to policies, processes, and regulatory standards.

### How you'll make a difference

#### Expected Outcomes:

- Implement and lead activities related to the collection, collation, publication, and presentation of a wide range of data for planning, monitoring, benchmarking, and evaluation purposes.
- Apply advanced analytical techniques, including statistical analysis, scenario modelling, and forecasting, to assess opportunities for change and evidence for performance improvement.
- Promote awareness and understanding of Key Performance Indicators (KPIs).

- Review and optimise existing reports, ensuring they are fit for purpose, and develop regular reports for various audiences.
- Assist in optimising internal business processes, identifying addressable problems, and recognising trends.
- Collaborate with the NHG data team to promote best practices for enhanced customer outcomes.
- Provide direction to your team, ensuring clear expectations are set.

### How you'll do it

- Experience in leading and managing a diverse team, fostering a positive and collaborative team culture.
- Ability to motivate and inspire team members to achieve high performance and meet objectives.
- Strong communication skills to effectively convey expectations, provide feedback, and facilitate clear communication within the team.
- Ability to coordinate and manage multiple projects simultaneously.
- A customer-centric approach to ensure that voids and lettings processes align with the needs and satisfaction of residents.
- Ability to develop strategies to enhance the overall customer experience in the voids and lettings process.
- Ability to guide the team through transitions and foster adaptability.
- Ability to collaborate effectively with internal and external stakeholders, including other departments, external agencies, and property management professionals.
- Strong relationship-building skills to enhance teamwork and cooperation.



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- Familiarity with property management systems and tools used in voids and lettings.
- Capability to identify the training needs of team members and implement developmental initiatives to enhance their skills and knowledge.
- Proactively monitor and report on performance within your areas of responsibility, strategising to address areas of underperformance.
- Utilise appropriate software, such as Power BI, to present complex information engagingly, leading to improved practices and decision-making.
- Oversee and interrogate datasets to produce performance information.
- Demonstrate an ability to absorb, interpret, and adapt different sources of information to develop credible proposals and solutions.
- Exhibit excellent interpersonal skills, establishing positive working relationships with staff at all levels, both external and internal.
- Showcase excellent technical skills, emphasising analytical, statistical, and modelling techniques, combined with efficient information interrogation.
- Demonstrate high-level numerical and applied statistical skills, working accurately with attention to detail.
- Evidence proficiency in the full Office 365 suite of software, advanced Excel skills, and use of data visualisation software (Power BI or similar).
- Showcase problem-solving abilities, data cleansing, matching, analysis, and exploration skills.

## All about you

### Behaviours for success:

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at manager level.

### Essential knowledge, experience, and skills:

- A customer-centric approach, ensuring that performance improvements align with and positively impact customer satisfaction.
- Proven ability to foster collaboration within the team and across departments, building a cohesive and high-performing unit.
- Proven ability to handle conflicts and challenges within the team or with external stakeholders effectively.
- Experience in performance monitoring, benchmarking, and target setting.
- Demonstrated ability to prepare and present highly complex information to diverse audiences in an understandable way, including detailed information.
- Proven ability to quality assure data and statistics, conducting checks to ensure the validity of information during data collection.
- Proficiency in full Office 365 suite of software.



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- Advanced Excel (Formulas, Power Pivot, Power Query).
- Strong problem-solving skills.
- Expertise in data cleansing, matching, analysis, and exploration.