

## What's it all about

As a Performance Analyst at Folio London, you will lead the development and implementation of a comprehensive performance management framework across all teams. Your role involves strategic analysis, data-driven decision making, and providing actionable insights to support and enhance the organisations strategic objectives.

## How you'll make a difference

- **Strategic Performance Management:** Design and oversee a performance framework that aligns with Folio long-term goals, ensuring all operational activities contribute to the organisation's success.
- **Advanced Data Analysis and Insight Generation:** Conduct in-depth analysis to identify trends, opportunities, and areas for improvement, delivering insights that inform strategic decisions and drive business growth.
- **Leadership in Innovative Solutions:** Lead the identification and implementation of various tools and methodologies to enhance team performance and promote continuous organisational improvement.

## How you'll do it

- Analysing complex performance data to uncover trends and present findings through clear, actionable visual and oral presentations.
- Developing and distributing detailed performance reports that enable staff and management to assess and enhance operational outcomes effectively.
- Lead on the analysis of customer satisfaction surveys and feedback mechanisms to inform and improve service delivery strategies.
- Initiate and manage benchmarking projects to compare organisational performance against industry standards, identifying opportunities for learning and advancement.
- Cultivate strong relationships with internal and external stakeholders to ensure adherence to best practices and regulatory requirements.
- Execute business improvement projects, driving the transformation and enhancement of organisational processes.
- Act as a main point of contact within NHG for any performance related queries and provide clear guidance for any escalated concerns or requests.

## 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 **staff** level.

### Essential knowledge, experience and skills including qualifications and professional membership

#### Essential:

- **Analytical and Insightful:** Strong analytical skills with the ability to interpret data and identify trends, risks, and opportunities.
- **Business Focused:** Experience in performance monitoring and reporting, ideally within the property sector.
- **Effective Communicator:** Ability to translate complex data into clear, actionable insights for a variety of stakeholders.
- **Stakeholder Management:** Experience working with internal and external stakeholders to enhance performance and drive business improvements.
- **Continuous Improvement:** A proactive approach to identifying and implementing improvements to performance monitoring and reporting processes.
- **Technical Proficiency:** Expertise in business intelligence systems and advanced data analysis tools, such as Power BI or advanced Excel, to drive performance insights and improvements.

#### Desirable:

#### Qualifications

- ARLA/ Propertymark (Level 3) or TPI (Level 2) qualification (to be completed within 6 months).