

# Group Performance and Insight Manager

## Information, Systems and Change

Overview	
<b>Role Purpose</b>	<p>Our purpose in data and analytics is to support our colleagues in the operational businesses to succeed.</p> <p>The role leads the performance team which delivers the performance management framework, ensuring high-quality performance information is available across the organisation and that relevant regulatory requirements are met. The team supports colleagues to engage with performance information and provides advice and assurance on best practice.</p> <p>The Group Performance and Insight Manager leads the team to develop it's insight offer and make innovative use of NHG's data. As a data consumer, they use and interrogate multiple sources of data, and support others to do this too. They manage the team to provide more advanced insight and analytics that puts performance information in context and supports operational colleagues to deliver better services for our residents.</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Delivery of robust performance information to the Executive Board and Group Board.</li> <li>• Provision of accurate data to the Regulator and external agencies, including the annual Statistical Data Return (SDR).</li> <li>• Development of insight and analysis to support improvements for our residents, homes and places.</li> </ul>
<b>Reports to</b>	Head of Data Governance and Performance
<b>Line management</b>	1x Lead Performance Analyst, 2x Performance Analysts
<b>Tier</b>	6
<b>Expectation Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	Colleagues at all levels across NHG
<b>External</b>	Regulator of Social Housing, local authorities, external benchmarking providers.

Role accountabilities	
<ul style="list-style-type: none"> <li>• Manage and coordinate delivery of NHGs Performance management framework, including assurance over quality of and the integrity of the information being reported (including business rules and methodology). Ensuring that Directors, EB, Group Board, and the Governance Community are able to have oversight of performance.</li> <li>• Manage the annual review of NHG KPIs, offering contextual information, subject matter expertise of KPIs performance and benchmarks to set targets, gaining agreement with the business, and any subsequent sign off.</li> </ul>	

## Role accountabilities

- Manage the development and any reviews of the performance management framework, ensuring it reflects strategic priorities and objectives.
- Manage work to ensure NHG's compliance with any governance or regulatory requirements associated with performance or reporting.
- Manage and coordinate the annual SDR return, ensuring it is to timeline, is accurate and has sign off at Executive Board level.
- Manage the team to ensure timely corporate and business performance reports to all statutory and non-statutory partners, including regulators, local authority stakeholders, as well as established and potential partners.
- Manage risks related to performance and regulatory reporting.
- Increase automation and efficiency in the delivery of performance and regulatory reporting.
- Support the performance team to maintain a detailed understanding of relevant business intelligence reports and data sources, with ability to present and report from them.
- Delegate effectively and empower and instil your team to take ownership for their work.
- Lead your team to deliver their relevant work programmes, ensuring the standard of outputs is high, and relevant and within resources.
- Work with colleagues across the business to understand business priorities and challenges to inform delivery of reporting and insight, leading and managing your team to provide relevant solutions and support.
- Manage projects, including directing technical resource, to identify and establish business intelligence reports.
- Lead on supporting the business in making the most of their data, working closely with them to produce ad-hoc reporting requests, and working on ad-hoc projects which allows them to harness the potential of their data in decision making.
- Develop the insight and analysis offering of the team, supporting the team to develop in this area and identifying innovative opportunities for NHG to be able to make better use of its data.
- Generate ideas for, and internally commission, data products, including dashboards and visualisations, that support colleagues to derive insights and improve performance.
- Raise profile of performance across the organisation, supporting colleagues to engage with and understand performance data.
- Provide and coach the team to deliver consultancy style advice and assurance to the business on best practice around performance reporting, designing metrics and interpreting data.
- Lead on conversations with internal stakeholders, providing constructive challenge on performance metrics and areas for improvement.

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification	
Experience (executive)	
Essential	Desirable
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of success in a management role delivering excellent performance and surpassing goals.</li> <li>• Experience of collaboratively working with a range of senior and complex stakeholders; nurturing relationships, communicating effectively and delivering quality outcomes.</li> <li>• Experience of success working in a demanding and complex environment.</li> <li>• Experience of managing budgets and displaying commercial acumen.</li> <li>• Experience of identifying and mitigating complex risks – requiring accuracy and attention to detail.</li> <li>• Experience of contributing to and developing strategic direction. Detailed knowledge of Performance Frameworks and understanding of different approaches.</li> <li>• Experience in a management role of working with stakeholders to deliver corporate and operational performance KPIs and business intelligence and insight.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a housing related environment and understanding of operations.</li> <li>• Good knowledge of housing management practices.</li> <li>• Knowledge of statistical analysis.</li> <li>• Experience providing advice and training to internal stakeholders.</li> </ul>
Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Excellent problem solving and analytical skills, demonstrating curiosity and the ability to understand complex information, and draw conclusions that make a difference.</li> <li>• Excellent organisational and project management skills, with the ability to deliver complex projects on time, task and in budget</li> </ul>	<ul style="list-style-type: none"> <li>• Power BI</li> </ul>

- Excellent leadership and management skills.
- Excellent negotiation and influencing skills.
- Excellent written and verbal communication and presentation skills.
- Strong data story telling skills.
- Excellent IT skills, including intermediate/advanced Microsoft Excel.
- Excellent numeracy skills.

#### Qualifications and/or professional membership

##### Essential

N/A

##### Desirable

#### NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an OPERATIONS MANGER expectation level and therefore you should refer to the **OPERATIONS MANAGER** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.