

Lead Performance and Insight Analyst

Working better together
for our residents

> Information, Systems & Change > Data & Digital Solutions/Governance

What's it all about

The Lead Performance and Insight Analyst role offers an exciting opportunity for a candidate with strong data skills and experience in Performance reporting & Insight. Data skills will be accompanied by an ability to communicate persuasively and effectively at NHG, you will work across NHG, including technology teams. This role requires data specialism along with excellent communication skills and understanding of people, change and what we do (business and commercial).

How you'll make a difference

Your work will have an impact on our residents in our homes. It will enable operational teams to focus on delivering a great service by leading, offering assurance and helping them to manage and navigate risk by leading on NHGs performance framework and KPI reporting. The role will also enable our Executive and Board to monitor performance and any arising risks.

How you'll do it

- Delivery of robust performance information to the Executive Board and Group Board in the form of a performance framework.
- Act as the lead for submission of regulatory returns, including the Tenancy Satisfaction Metrics or Statutory Data Return, ensuring it is to timeline, is accurate and has sign off at Executive Board level.
- Development of insight and analysis to support improvements for our residents, homes and places.
- Maintain a thorough working understanding of the definitions and guidance contained in the Tenancy Satisfaction Metrics and Statutory Data Return
- Maintain and uphold a detailed knowledge of KPI Methodologies, ensuring they are documented regularly updated, and signed off with the business
- Act as lead and support within the team on ensuring NHG's compliance with any governance or regulatory requirements associated with performance or reporting
- Support both the Group Performance and Insight Manager and Performance Analysts, sharing expertise, substituting for the Manager where required
- Work to support the development 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.
- Work to deliver 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
- Work to ensure NHGs compliance with any governance or regulatory requirements associated with performance or reporting.
- Work to produce accurate and timely data for the annual TSM return or SDR return
- Support development, delivery and validation of a suite of core performance reports by Business stream, region and team. Ensuring the data produced by the team is accurate, clear and easy to understand and helps the businesses to drive improvement
- Work to deliver 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.
- Maintain a detailed understanding of relevant business intelligence reports
- Take ownership for performance work, ensuring it is accurate and timely.
- Deliver relevant work programmes, ensuring that the standard of output is high, relevant and within resources.
- Work collaboratively across the operational businesses to understand priorities & needs. Work to provide relevant solutions & support.
- The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

- 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
- Hybrid arrangements - at least two days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

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. Please [refer to the framework](#). This role is at **manager** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Experience of identifying and mitigating complex risks – requiring accuracy and attention to detail.
- Knowledge of both the Tenancy Satisfaction Metrics and Statutory Data Return requirements and methodologies
- Excellent knowledge of Performance Frameworks, and understanding of different approaches
- Excellent problem solving and analytical skills, demonstrating curiosity and the ability to understand complex information, and draw conclusions that make a difference.
- Good knowledge of Housing management practices.
- Excellent organisational skills, with the ability to deliver complex projects on time
- Negotiation and influencing skills.
- Excellent written and verbal communication and presentation skills
- Advanced Power BI and Excel skills, with proven experience in developing, maintaining and enhancing interactive dashboards, performance reports and data visualisations.
- Effective IT skills, including proficiency in the Microsoft Office suite and the ability to leverage digital tools to improve reporting, analysis and business insight.
- Experience of coordinating and submitting regulatory returns
- Experience of successfully delivering excellent performance and surpassing goals.
- Experience of collaboratively working with a range of stakeholders; nurturing relationships, communicating effectively and delivering quality outcomes.
- Experience of successfully working in a demanding and complex environment