



JOB PROFILE

JOB TITLE: Performance Improvement Business Partner

REPORTING TO: Performance Improvement Lead

TEAM: Performance

JOB OVERVIEW

Supporting the business to understand and report its performance and deliver service improvements.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Working with teams to calculate and report performance to a range of stakeholders including the Board, Executive Management Team, and tenants.



- Supporting the framework to measure performance, such as setting performance indicators and defining how they are measured.
- Carrying out checks to ensure performance reported is accurate, including through use of systems where performance information is held and analysed.
- Leading on benchmarking exercises to compare how we perform against other organisations nationally and locally.
- Supporting ways in which performance is measured, such as customer feedback through complaints and surveys.
- Assessing services against frameworks including accreditations and regulatory requirements.
- Evaluating the impact of services and activities delivered to tenants.
- Working with systems to report and calculate performance such as Power BI and performance management systems.
- Supporting projects to improve services.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time, you may need to undertake other tasks commensurate with your role.



Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> Relevant qualification Understanding of analytical tools and business intelligence software Understanding of security and data privacy 	<ul style="list-style-type: none"> AF/I AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> Experience of writing and presenting reports Evidence of establishing effective and productive relationships Experience of analysing data to understand performance Experience of performance frameworks and systems Skills to ensure data accuracy Experience of using data visualisation tools e.g.. Power BI 	<ul style="list-style-type: none"> AF/I AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> Can analyse and interpret data and other information to make informed and balanced conclusions Demonstrates a methodical approach Communicates effectively both verbally and in writing Can identify problems and adopt innovative solutions Data numeracy Understanding of core technical concepts relating to performance analysis Use of quantitative and qualitative data to measure impact Ability to analyse data to identify actionable improvements Ability to verify and validate data and analysis Able to work with demanding deadlines Work effectively as part of a team and using own initiative Ability to work with others, colleagues, partners, and tenants 	<ul style="list-style-type: none"> AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> A strong commitment to high quality customer service, both internal and external Self-motivated and possess a high standard of work and willingness to develop Ability to use initiative and take ownership for issues that may arise and be proactive 	<ul style="list-style-type: none"> AF/I AF/I AF/I
Other	<ul style="list-style-type: none"> Flexible and able to work outside normal working hours to meet business needs, including occasionally attending evening and weekend meetings 	<ul style="list-style-type: none"> AF/I AF/I

MAKE A DIFFERENCE



MAKE AN IMPACT

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