

# Performance Reporting and BI Manager

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The role will lead the Performance and Business Intelligence function, providing strategic oversight of performance reporting, business intelligence, KPI governance and assurance. compliance and delivery of organisational priorities

## Connect with what you'll do

### In the role you'll:

- ▶ Lead the Performance & BI team to produce accurate, clear and insightful monthly performance scorecard packs, providing timely insight to the Leadership Team, Executive Team, RHP Committees and the Board.
- ▶ Partner with stakeholders to translate business needs into reporting solutions and oversee testing, release, scheduling, access and ongoing maintenance
- ▶ Maintain and develop the Performance and Assurance Framework, ensuring the right levels of governance have the right information to make decisions.
- ▶ Act as a gatekeeper for all KPI definitions ensuring measures remain coherent and robust.
- ▶ Present performance insights to the Executive Committee and provide Board reporting on strategic performance and escalations.
- ▶ Advise business leads and service owners on appropriate targets based on benchmarking or prior performance and develop appropriate target phasing.
- ▶ Lead stakeholders in the submission of the annual Statistical Data Return, ensuring accuracy and adherence to published regulatory standards.
- ▶ Support Executive colleagues where services are challenged, shaping assurance reports, allowing for oversight and escalation.
- ▶ Lead the team to maintain rigorous audit trails and evidence, respond to internal and external audit requests, and assist with inspections.
- ▶ Present thoughtful analysis and insight using Power BI and other tools, developing coherent narratives, including key driver and trend analysis.
- ▶ Be a subject matter expert on the Regulator's Tenant Satisfaction Measures, be accountable for complying with the standards, and lead this submission with integrity.
- ▶ Identify data quality, categorisation, modelling, transformation and storage issues and influence data owners to improve these in line with requirements.
- ▶ Drive adoption through training and self-service enablement.

## Connect with how you'll do it

### We're looking for someone with experience of:

- ▶ Leading, coaching and mentoring colleagues.
- ▶ Working in the Housing sector or other regulated environments, including regulatory environments.
- ▶ Designing and embedding performance and KPI frameworks, with the ability to establish clear definitions, governance, and organisational alignment.
- ▶ Translating strategic objectives into meaningful, outcome-focused metrics, advising senior stakeholders on how success should be defined and measured.
- ▶ Using research, survey design, and statistical methods, using Power BI and other BI areas including ETL design and data warehouse concepts, analytics, and reporting.

### The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Taking pride in being organised, prioritising tasks to meet deadlines.
- ▶ Being self-motivated, able to work within project and team-based environments and able to work without close supervision.
- ▶ Being a great team player and doing what it takes to keep the business moving forward.
- ▶ Working in a methodical way with excellent accuracy and attention to detail.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience.
- ▶ The ability to create an environment where people feel comfortable to be themselves, treating everyone as equals and encouraging a contribution from all.