

JOB DESCRIPTION

Directorate:	CEX – Chief Executives
Division:	Housing
Post No & Job Title:	H39 - Housing Performance Manager
Grade:	Grade 9
Responsible to:	H131 Housing Services & Strategy Manager
Responsible for:	H154 Housing Systems & Data Officer H134 Housing Strategy Officer
Main purpose of the job:	<p>Lead in the provision of assurance, collation and submission of statistical, regulatory returns and benchmarking submissions.</p> <p>Be responsible for the collection, collation, verification and analysis of data from a range of diverse sources to support operational and strategic decision making.</p> <p>Liaise with partners to ensure information management and governance arrangements are sound and to ensure data quality standards are established, maintained and regularly tested.</p>

Main Duties and Responsibilities:

Performance

1. Ensure that the Council is compliant with all regulatory reporting requirements concerning Housing services and that these are reported in an accurate and timely manner in the correct format.
2. Devise reports and analyse information in order to comply with statutory and non-statutory performance reporting needs. This includes regulatory information required by the Regulator of Social Housing (RSH) and other relevant Government departments.
3. Liaise with colleagues to obtain accurate information for data returns, and the Council's Audit team as required.
4. Devise performance frameworks and analytical insight to track the impact and outcomes of service delivery on residents.
5. Utilise innovative approaches to displaying and presenting performance information in a way that is easy to interpret by management, operational staff and residents. This includes the use of info-graphics and geo-mapping as required.
6. Contribute to the development of a performance management culture within the department, providing on-going advice, guidance, training and motivation. Help staff to understand their contribution to departmental and corporate goals.

7. Take a lead role in the development, management and reporting from performance management systems. This includes utilising new technological developments.
8. Provide support in the interpretation of Central Government, Council, and other statutory authorities' requirements/guidance/legislation in relation to statistical and management information and relevant policy changes.
9. Complete benchmarking exercises on a monthly, quarterly and annual basis. Provide analysis of data in comparison with peers.
10. Co-ordinate the collection and analysis of all customer survey information, ensuring this aligns with all regulatory requirements.
11. Co-ordinate research projects, analysing feedback to inform improvement plans, and profiling customers.
12. Co-ordinate and respond to Freedom of Information requests on behalf of Housing.
13. Lead on developing new and creative ways to report quantitative and qualitative information and identifying links between service delivery and outcomes.
14. Assist and contribute analysis of relevant data to shape and underpin service reviews and redesigns in order to deliver savings and to improve outcomes for residents.
15. Assist with the monitoring of the Housing Business Plan, Housing Strategy and any other strategies as necessary.
16. Keep up to date and well informed of the relevant statutory performance management frameworks. Monitor any upcoming changes to legislation and best practice, and analyse the impact this will have on the Housing Service.

Housing Systems

1. Oversee the design, development, implementation and administration of the management information systems for the Housing Service (including Capita) which will deliver useful information and analysis for use by members, management, staff and residents.
2. Support, and work closely with other departments including ICT to rectify issues or discrepancies in data and information quality to ensure that internal data is consistent and verifiable.
3. Facilitate automation of report generation and performance monitoring.
4. Provide support as directed to facilitate the activities and functions of the team.

General

1. Comply with Information Governance requirements as the post holder will be handling sensitive information on a daily basis.
2. Attend meetings with external agencies and local authorities.
3. Implement Council policy in respect of recruitment, employment, training, discipline, attendance management and health and safety within the Section.
4. Deputise for the Housing Services and Strategy Manager in their absence.
5. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Housing Services and Strategy Manager or Head of Housing.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Evenings and weekend work will be required from time to time.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Housing Performance Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.