

Job Description

Job Title: Business and Performance Manager

Reporting to: Chief Executive

Responsibility for: Assisting the Executive Team

Salary c £45,000 p.a. Part time considered

About Greenoak

As a small not for profit Housing Association, we pride ourselves on being a great place to work where everyone feels fairly treated and enjoys their work in a welcoming and friendly environment.

This role is to deliver sustainable service improvement through system development and transformation.

About the job

The post-holder will assist the Executive Team in the following areas:

- Performance management and monitoring, including internal audit
- Business planning and forecasting
- Risk management
- Regulation compliance
- Systems management and development
- Evaluation of new business opportunities
- Reporting to the Board

Typical Duties and Responsibilities

1. Ensure all internal policies and procedures are kept up to date with current legislation and best practice in consultation with our residents ensuring staff are briefed are compliant
2. Produce quarterly KPI reports on all aspects of the business, ensuring consistency of data, and to work with Managers to explain any variances
3. Prepare and submit the data for benchmarking, analyse the results and report to the Executive Team
4. Monitor compliance with key legislative and regulatory requirements, including health and safety, environmental standards, etc.
5. Monitor web site, staff and residents' manuals to ensure they are kept up to date
6. Ensure we meet all the RSH's operational standards
7. Ensure housing allocations are fair and transparent and report quarterly
8. Overall responsibility for data protection compliance and reporting
9. Preparation and submission of regulatory returns and submissions ensuring deadlines are achieved
10. Monitor and manage the internal audit function and ensure completion of actions
11. Document and monitor internal controls and procedures
12. Overall responsibility for data quality and reporting from SDM
13. Recommending and commissioning IT systems improvements to aid compliance and improve customer service
14. Monitor complaints and performance

Person Specification, qualifications and training

An appropriate professional qualification and/or degree/diploma in a job related discipline or substantial relevant experience.

A demonstrable commitment to personal and professional development

Experience

The successful candidate will have several years' experience in the social housing sector and have experience of

1. working in a service delivery environment
2. handling of data, analysing and interpreting
3. understanding of data protection and GDPR
4. KPI and compliance reporting experience
5. regulation in the housing sector
6. IT systems and reporting
7. staff supervision and performance management

Knowledge, Skills & Abilities

1. Understanding of the regulatory environment and requirements
2. Understanding of housing, health and safety and data protection legislation
3. Competent at using IT systems and software incl spreadsheets, data bases.
4. Able to write clear and concise reports
5. Ability to present information clearly to a wide range of audiences
6. Have good people management skills
7. Have well developed negotiation skills and the ability to develop effective working relationships

Other

1. Commitment to the ethos of providing affordable housing and support to those greatest in need
2. Understanding of equality & diversity as it relates to housing and property services

Nov 2019