



Information for applicants

SENIOR PERFORMANCE OFFICER Temporary – Maternity Cover

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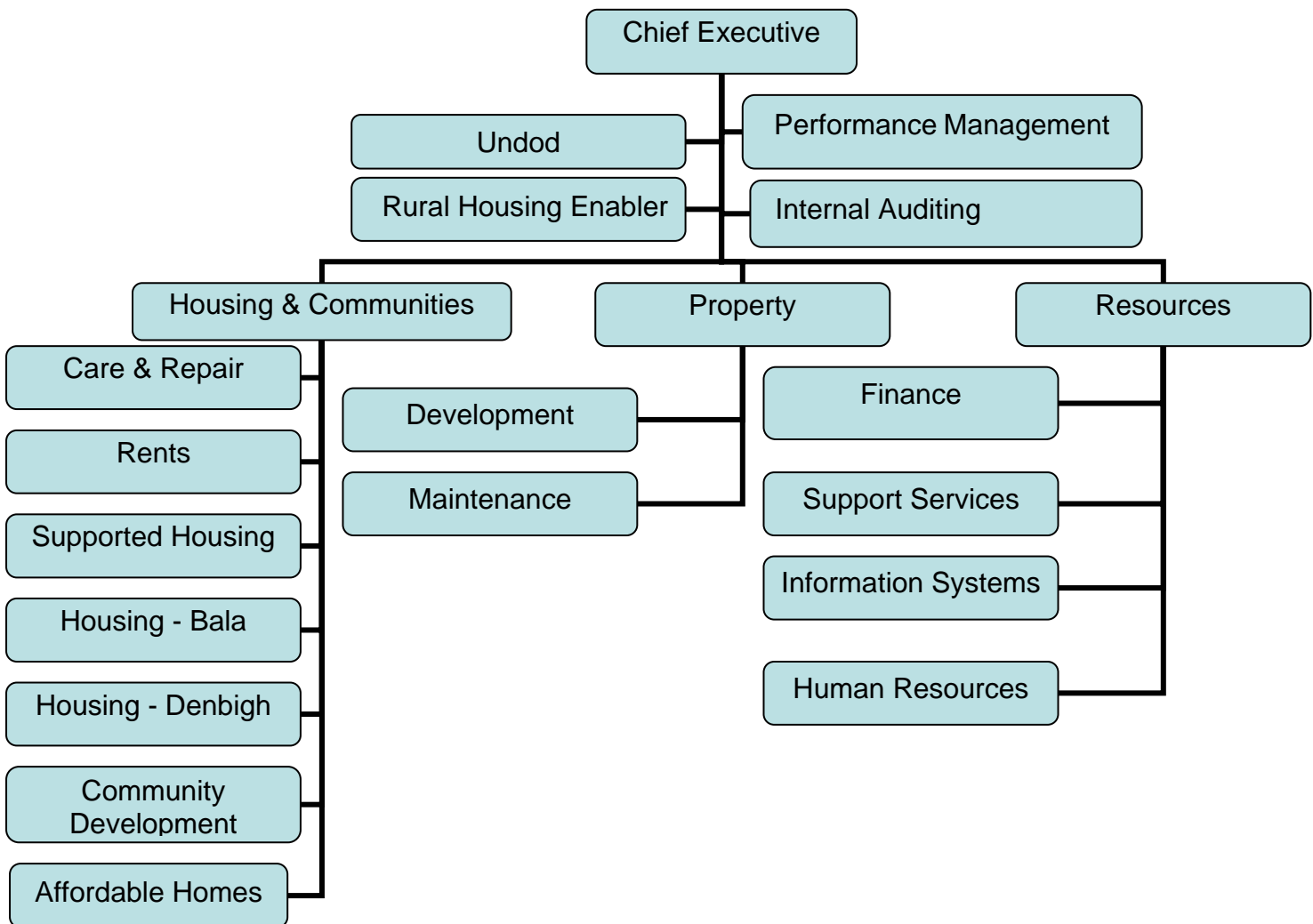
Job Description

Personal Specification

THE ASSOCIATION'S BACKGROUND

The Association's main office is located in Denbigh, but there is also an area office in Bala. At present, 70 persons are employed on the staff, and their commitment is apparent in all the activities. The Association is recognised as an "Investor in People" and this standard requires that the Association develop all the staff to achieve the objectives of the business and to review every individual's training and development needs regularly. We also take pride in the friendly atmosphere here and the fact that every member of staff is important to the team. The working conditions are favourable, contemporary and family friendly as the Association believes that staff is the most important resource.

THE ASSOCIATION'S STRUCTURE





SENIOR PERFORMANCE OFFICER

TERMS OF EMPLOYMENT

Contract:	Temporary – Maternity Cover
Salary:	£24,646 – £28,636 per annum - Grade 4, Point 29 - 34
Terms of Employment:	The Association conforms to recognised good practice and has progressive personnel policies which provides employment terms which are fair and family friendly.
Hours of Work:	37 hour week. Flexible hours in operation.
Overtime:	Overtime pay will be paid if the officer is requested to attend meetings outside their normal working hours.
Holidays:	25 working days (increasing by one day for each year of service to 30 days) together with Bank Holidays.
Office:	The post is based in Denbigh.
Travelling Expenses:	The post does not require the essential use of a vehicle but a fixed sum per mile is paid if the officer is requested to use his/her car on Association business
Pension:	‘Social Housing Pension Scheme’ (SHPS) is offered.
Probationary Period:	The first 3 months will be a probationary period.
Investor in People:	The Association is recognised as an Investor in People and is very supportive to staff who wish to attend courses relevant to their work.
Language:	The internal administration of the Association is mainly through the medium of Welsh and communication with the public is in Welsh and English. Therefore the ability to communicate in both languages is essential in this post.
Equality & Diversity:	The Association aims to be an Equal Opportunities Employer. We do not discriminate against candidates on any grounds not justified by law.
References / Disclosure:	Any offer of employment will depend on receiving satisfactory references and a satisfactory Criminal Records Bureau disclosure.

JOB DESCRIPTION

POST: Senior Performance Officer

RESPONSIBLE TO: Chief Executive

JOB PURPOSE:

- Work with others to promote a culture of continuous improvement across the Association.
- Develop and co-ordinate service improvement, performance management and risk management systems.
- Prepare accurate and timely information and reports on the Association's performance.
- Operate as the Association's Complaints Officer
- Co-ordinate the preparation of regulatory returns to the Welsh Assembly Government and other Bodies.

KEY RESPONSIBILITIES:

1. Develop and co-ordinate service improvement, performance management and risk management services. Analyse and interpret service, performance and risk results. Present regular progress reports to the Chief Executive, Management Team, Board of Management and Committees. Attend Management Team/Board/Committee meetings as required.
2. Assist the Directors and Managers to set targets, key performance indicators and operational plan criteria in consultation with others.
3. Co-ordinate, collect, analyse and report on the Association's performance to external Bodies e.g. Local Government Data Unit as required and within the guidelines.
4. Monitor progress and co-ordinate the preparation of reports on individual Operational Plans.
5. Benchmark the Association's performance against similar bodies, analyse and prepare reports as required.
6. Co-ordinate the provision of information for completing the annual self assessment and external audits, and annual returns to the Welsh Assembly Government.
7. Assist with the setting of service standards in consultation with tenants and staff, and monitor progress against the standards with the aim of ensuring continuous improvement.
8. Co-ordinate the Mystery Shoppers programme and the Association's Tenants Inspectors' programme.
9. Assist the Management Team, Risk Management Group and the Internal Auditor with risk management within the Association, in accordance with the Risk Management Policy, Framework and Process.
10. Responsibility for the Association's complaints process including reviewing and updating the policy.
11. Be a member of the performance management group of the Undod development consortium and co-ordinate and collect the Association's performance information to report to Undod groups.
12. Undertake other tasks as reasonably required in order to meet the varying demands of the Association.
13. Promote and ensure compliance with the Equality and Diversity Policy, the Health and Safety Policy and the Tenants Participation Strategy.

PERSON SPECIFICATION - SENIOR PERFORMANCE OFFICER

	Essential	Desirable
Experience	<p>Experience of writing clear reports for different audiences</p> <p>Experience of information analysis</p> <p>Experience of using word processing, spread sheets, databases and the internet</p>	<p>Experience of giving presentations</p> <p>Experience of carrying out research</p> <p>Experience of managing /co-ordinating projects within a tight schedule</p> <p>Experience of chairing / motivating meetings</p>
Knowledge	<p>Knowledge of quality assurance and/or quality management systems/frameworks</p> <p>Understanding that customer care is central to quality services</p> <p>Knowledge of continuous improvement.</p>	<p>Housing and housing associations</p> <p>Knowledge of key elements of equality of opportunity in relation to provision of services</p>
Skills	<p>Ability to communicate effectively in writing and verbally at all levels</p> <p>The ability to persuade others by presenting arguments rational and logically.</p> <p>Ability to behave diplomatic.</p> <p>Able to operate as a member of different teams</p>	<p>Ability to network effectively with a range of organisations</p>
Other	<p>University degree or an equivalent qualification in a relevant subject.</p> <p>Fluent in Welsh and English</p> <p>Willing to attend evening meetings</p>	