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|   | **Role Profile****November 2024** |
| **Job Title:** | **Policy and Performance Officer**  |
| **Reports into:** | Policy and Performance Manager |
| **Direct Reports:** | None |
| **Department/ Location:** | Stockwell |
| **Disclosure Level:** | Basic |
| **Role Purpose:** | To analyse and interpret performance data from across the organisation in order to produce the monthly performance scorecard, ensuring timelines, accuracy and alignment with the reporting standards of the parent organisation. To support managers by reviewing, researching and developing new policies using strong report writing skills to present business rationale and recommendations clearly and effectively. To provide additional administrative support to the Policy and Performance Manager and the wider organisation as required, focusing on data presentation and high standards of reporting. |
| **Key Accountabilities****Policy & Performance*** To compile and collate performance information from various systems onto our key performance scorecards and to liaise with internal and external stakeholders to ensure their contribution to regular performance reports. To develop new reports and presentation options to align with the strategic objectives of the management and Board.
* To assist the Policy and Performance Manager with reviewing the annual KPI scorecard and performance framework ensuring data integrity at all times to invoke the confidence of internal colleagues and all stakeholders.
* To build new customer surveys and compile the results for reporting back to the wider team.
* To provide support to managers who are reviewing policies and procedures in their relevant business area, by undertaking research, assisting with drafting new policies and providing guidance on Equality Impact Assessments.
* To create and maintain a database of forms used by the operational teams to ensure staff are working consistently and in line with latest procedural guidance.

**Business Support Duties*** To help prepare presentations and reports for meetings, including formatting and gathering relevant information to ensure accuracy and professionalism.
* To provide administrative assistance in handling subject access requests (SARs) and insurance cases.
* To liaise with contractors and suppliers to source documentation required for the contract register.
* To assist with setting up colleagues on various systems including the telephone and lone worker device systems. Ensuring the systems are kept up to date in line with business need.
* To assist with targeted reviews and projects which support the ongoing improvement of SW9’s corporate and service-level performance
* To provide administrative support to the Business Support Team and other teams where required.
* To assist with covering reception and the telephone where required.
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| **Soft Skills*** Good time management
* Organisation
* Communication
* Multitasking
* Customer service skills

**Standard Responsibilities**Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:* Code of Conduct
* Health and Safety
* Data Protection, privacy and use of IT resources
* Regulatory standards
* Risks and internal controls framework
* Human Resources policies and procedures
* Equality and diversity
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| **The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.** |
| **Contacts - External/Internal** |
| * Colleagues and senior stakeholders within SW9 and across Network Homes
* Contractors
* Residents and resident representatives
* Lambeth Council
* Stakeholder organisations and external partners
* Suppliers
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| **Person Specification** |
| **Education*** A Higher level standard of education which includes exposure to research skills and data analytical applications commensurate to the role.
* Educated to Batchelors degree level or equivalent.

**Knowledge and skills*** To demonstrate proficiency in the Microsoft Office suite (Word, Excel, Outlook, PowerPoint, SharePoint).
* Experience in using PowerBI or similar software, or a willingness to learn.
* A broad understanding of the business needs and sector responsibilities of the social housing and/or charity sector.
* Strong attention to detail and the ability to question information provided by stakeholders.
* An understand of the importance of data protection
* Ability to work with minimum supervision
* To have a helpful approach to residents, colleagues, and members of the public
* Demonstrate self-motivation and enthusiasm
* Good written and verbal communication skills
* Ability to work on own or as part of a team including the ability to work effectively with stakeholders
* Must have strong excellent organisational and planning skills with the ability to manage multiple tasks and priorities

**Experience*** Experience of analysis of data and information for performance and scrutiny purposes.
* Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting
* Strong administrative experience in public, private, or social housing sector
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| **We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HEART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HEART behaviours:-****Hungry** - I am ambitious to succeed* Optimistic: I am can-do and focussed on what can be done
* Creative: I find new ideas and solutions to challenges
* Bold: I get out my comfort zone and try new things
* Motivated: I welcome feedback and want to succeed

**Embrace Everyone** - Everyone is different, and I value people's individuality* Respect: I treat people with dignity
* See things from another Employee’
* Empower: I will help others diversity
* Empathy – I will see things from others perspective

**Accountable** - I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively* Resilient: I work hard to make things happen
* Disciplined: I am realistic and do what I say I will do
* Personal ownership: I take ownership of an issue until it is resolved
* Confident: I make decisions that are within my remit

**Respect** - I treat everyone with respect and understanding I arrive on time and take full part in meetings* Prepared: I arrive on time and take full part in meetings
* Communicator: I listen to others and work hard to communicate well
* Responsive: I always answer a ringing phone and respond quickly
* Self-aware: I put myself in others’ shoes and understand how my actions impact on others

**Together** - I am proud to be one team* Positive: I talk positively about Network Homes as one team
* Proactive: I put myself forward and build great relationships
* Supportive: I support and recognise the contribution of others
* Role model: I genuinely believe I make the difference
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