

Assistant Director, Performance and Risk

Team – Senior Leadership Team (SLT)	Direct team responsibility – 4 direct reports: Risk Manager, Data & Insight Manager, Governance Manager and Solicitor
Manager – Director of Resources	Budget responsibility – c£2m
Location – Northallerton/Hybrid	Job grade - 7

Role Purpose:

The Assistant Director, Performance and Risk provides strategic and operational leadership for Broadacres' performance and risk function. The role enables the organisation to achieve its corporate ambitions by ensuring robust assurance, high-quality insight, effective governance, proportionate risk management and sound legal advice across the business.

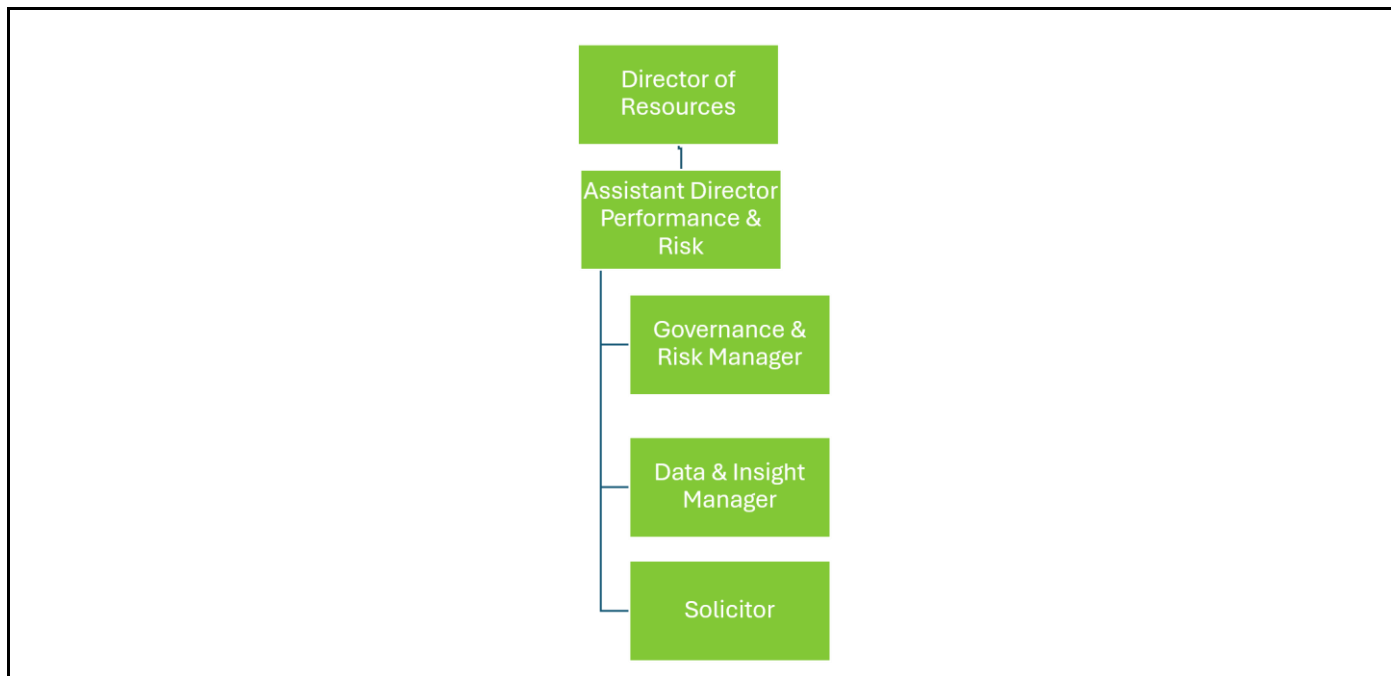
As a key member of the Senior Leadership Team, the role provides strategic leadership across internal audit, risk management, Board assurance, , data protection, performance reporting, data governance, Board support, executive support, risk and horizon scanning. As part of its governance responsibilities, the role supports the Company Secretary in ensuring effective Board and Committee governance and acts as Deputy Company Secretary when required.

The role will oversee the Risk Manager, Data & Insight Manager, Governance Manager and Solicitor, ensuring that their teams work collaboratively to provide trusted, proactive and professional support to colleagues, Executive Team, Board and Committees.

It will lead the development of an integrated approach to performance, risk, assurance and governance so that Broadacres has clear line of sight on delivery, emerging risks, compliance obligations and opportunities for improvement.

Working collaboratively across departments, the Assistant Director, Performance and Risk will champion evidence-based decision making, strengthen organisational resilience and ensure that performance, risk and assurance arrangements support good governance, regulatory compliance and value for money.

Organisational Structure



Main responsibilities

Strategic Leadership – Performance & Insight

- Lead the development and continual improvement of Broadacres' performance framework, ensuring it provides clear, timely and meaningful insight into delivery against the corporate strategy, operational plans and regulatory expectations.
- Champion the use of data, insight and benchmarking to support evidence-based decision making, performance improvement and value for money.
- Ensure organisational insight identifies trends, root causes, emerging risks and opportunities, and supports proactive management action.
- Lead the development of self-service reporting, dashboards and reporting tools such as Power BI so that leaders and managers can access real-time information, interpret performance and make data-driven decisions.
- Develop organisational analytical and insight capability by supporting colleagues to interpret data, ask the "so what?" questions and use insight to improve performance, productivity and customer outcomes.
- Lead the organisation's data strategy, ensuring it develops Broadacres' data maturity, strengthens data ownership and provides the foundations for high-quality insight, performance reporting and strategic planning.
- Oversee the development of effective data analytics capability, including data warehousing, dynamic reporting and the use of insight tools to combine information from multiple systems and support organisational assurance.

What does success look like?

A trusted and embedded performance and insight framework is in place, supported by a clear data strategy and mature data capability, enabling leaders to understand delivery, take timely action and improve outcomes for customers and colleagues.

Strategic Leadership – Data Quality

- Provide strategic oversight of data quality, data governance and information management, ensuring data is accurate, consistent, accessible and fit for purpose.
- Ensure robust data governance arrangements are in place, including compliance with data protection legislation and information security standards.
- Promote a culture of data ownership and accountability across the organisation.
- Act as the senior organisational lead for data integrity and governance across systems, working with ICT and operational leaders to identify, prioritise and resolve data quality issues.
- Ensure operational stakeholder needs and customer/service insight requirements are reflected in future digital, data and reporting developments.
- Champion responsible use of artificial intelligence, machine learning and emerging technologies where they can improve data quality, insight, productivity and decision making.

What does success look like?

Reliable, high-quality data is trusted across the organisation and underpins decision making, regulatory assurance and service improvement. Broadacres has a joined-up approach between systems and data, growing data maturity and strong foundations for future digital, AI and insight-led improvement.

Operational Delivery and Impact - Risk

- Ensure effective delivery of risk management, internal audit, assurance, insurance, business continuity, fraud and probity arrangements.
- Maintain clear and up-to-date risk registers with appropriate controls, mitigations and assurance activity.
- Embed risk-aware decision making and ensure actions arising from audit and assurance activity are completed and evidenced.
- Oversee data protection responsibilities, including management of the Data Protection Officer (DPO), and ensure effective handling of Subject Access Requests (SARs) and Data Protection Impact Assessments (DPIAs).

What does success look like?

A strong control environment is evident with well-managed risks, effective assurance and clear visibility of organisational resilience.

Operational Delivery and Impact - Governance

- Ensure governance frameworks and processes operate effectively, including high-quality support to Board, Committees and Executive Team.
- Support the Company Secretary in the effective operation of Broadacres' governance framework, including Board and Committee administration, statutory and regulatory governance requirements, and act as Deputy Company Secretary where required.
- Deliver well-planned governance cycles, including agendas, papers, minutes, forward plans and action tracking.

- Support clear, timely and informed decision making through high-quality governance and reporting.
- Ensuring the Executive Team is effectively supported through high-quality coordination, prioritisation and information flow to enable efficient leadership and decision making.

What does success look like?

Professional, efficient and transparent governance arrangements are in place that enable strong accountability and effective decision making.

Operational Delivery and Impact – Legal Services

- Oversee the provision of in-house legal services, ensuring effective support to development, acquisitions, property transactions, contracts and housing-related matters.
- Ensure legal input enables the successful delivery of development and acquisition activity, including robust due diligence, planning agreements and use of external panel firms where appropriate.
- Maintain oversight of conveyancing and property transactions, ensuring they are efficient, legally compliant and aligned to organisational priorities.
- Ensure the delivery of clear, timely and pragmatic legal advice across operational and strategic matters, supporting informed decision making.
- Oversee legal risk, compliance and external legal providers, ensuring risks are effectively managed and value for money is achieved.

What does success look like?

A proactive and high-quality legal service that supports the delivery of development and operational priorities, with clear, timely advice, well-managed legal risk and efficient, compliant property and contractual activities which enables confident decision making and protects the organisation's interests.

Leadership and People Management

- Provide values-based and visible leadership and support to all direct reports and wider teams, role modelling an authentic leadership style with vision and drive which inspires and motivates colleagues.
- To lead, manage and motivate the Performance and Risk teams, providing guidance and coaching to ensure there is a high quality, high performing efficient and modern team approach and culture; and foster continuous professional development.
- To lead the teams with effective project management so that there is a planned programme of projects that establishes priorities and ensures resources are allocated accordingly.

What does success look like?

The Performance and Risk teams will be highly regarded across the organisation as an effective service. Working in partnership with colleagues and providing efficient, effective and pragmatic support to leaders, managers and colleagues.

Governance, Risk and Financial Management

- Responsible for managing allocated budgets within areas of accountability, ensuring resources are used effectively and demonstrate value for money.
- Ensure robust governance, risk, assurance, performance and compliance reporting is provided to SLT, Executive Team, Board and Committees.
- Responsible for managing and reporting on performance and risks, including KPIs and KRIs, within all areas of responsibility, using external information and benchmarking where appropriate.
- Ensure legal, data protection, probity, fraud, business continuity and assurance matters are managed in line with legislation, regulation, policy and agreed governance arrangements.

What does success look like?

The role holder will have a strong grip on performance, risk, assurance, governance and financial management across their areas of responsibility. They will provide clear, timely and responsive information to support decision making and will work closely with managers to improve services, manage risks and deliver value for money.

Stakeholder and Relationship management

- Proactively build relationships across the sector, with other organisations and national bodies, to bring best practice and new ideas into the organisation relating to Performance and Risk strategy for Broadacres.
- To build and manage relationships with external partners such as Housemark, NHF, RSH etc that promote and facilitate the achievement of Broadacres strategic ambitions.
- To represent and promote Broadacres at external events and networks.
- Lead the development and use of external and open-source data sets alongside internal data to provide context, support benchmarking and inform longer-term strategic planning, including future housing need and demand across North Yorkshire.

What does success look like?

The role holder will have demonstrable external networks to engage with as a source of new information, ideas and to share and showcase Broadacres' best practice. They will have effective and positive relationships with external partners that support and enable the delivery of the strategic goals.

General

- To be a visible senior leader at Broadacres. This means:
 - Being regularly present in the office, which includes demonstrable attendance and involvement in organisation wide meetings and colleague meetings, providing leadership on corporate matters beyond own area of functional responsibility.
 - Attendance at senior leadership team (SLT) meetings contributing to the wider leadership of Broadacres.
 - To champion EDI and act as a role model for inclusive leadership for colleagues and customers.
- To oversee all aspects of people management responsibilities for your areas of responsibility to develop and lead high performing teams. Ensure that Broadacres corporate goals (golden thread) and values and behaviours are embedded in the performance of teams.

- To effectively manage financial (budgets) and colleague resources to deliver value for money in all aspects of operations within your areas of responsibility.
- To ensure all work undertaken and services provided are compliant with data protection legislation.
- To be responsible for risk management across all areas of responsibility including specific risks pertaining to your operational areas of responsibility as well as H&S, financial, people and data risks and ensure that actions and decisions are made in line with our risk management framework.
- Undertake such other duties as may from time to time be allocated to the post holder commensurate with the responsibilities of the post.

What does success look like?

An effective and visible senior leader and role model. The role holder fully embraces the corporate strategy, plan, values and behaviours, regularly communicates Broadacres' performance and progress with the organisation and their own teams, ensures that operational processes and practices are complied with and inspires and motivates colleagues so that they can play their part in ensuring Broadacres is a high performing organisation.

Assistant Director, Performance and Risk

Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	- Significant experience in a senior leadership role, preferably in social housing or a regulated service environment. - Experience of leading performance, risk, assurance, governance, data or legal services at organisational level. - Demonstrable experience of reporting to and influencing senior leaders, Executive Team, Board and Committees.	Experience of Social housing /not for profit sector	Application form Interview (may include presentation or occupational test where appropriate)
Skills	- Strong leadership skills to inspire, guide, and develop colleagues, fostering a positive and productive organisational culture. - Ability to lead and implement significant change initiatives by effectively engaging a diverse group of stakeholders to achieve optimal outcomes. - Confident and credible leader showing strong commitment to genuine collaboration among executive team members and stakeholders. - A strong commitment to equality, diversity and inclusion promoting inclusive practices and seeking equitable outcomes for all. - Highly developed written and verbal communication skills with the ability to tailor messaging effectively to a range of audiences. - Excellent people leadership skills, with a track record of motivating, developing and leading high performing teams. Strategic thinker, able to see the big picture, anticipate future challenges and translate this into clear, deliverable operational plans. - Excellent organisational skills able to successfully manage competing priorities/projects and work to tight deadlines in a rapidly changing environment; planning,		Application form Interview (may include presentation or occupational test where appropriate)

	generating and adapting solutions accordingly. • Strong analytical capability to analyse and interpret data from multiple sources to derive results, conclusions and recommendations. • Problem solving skills, with the ability to analyse complex issues and problems, assess solutions and reach sound decisions. • Risk management skills, able to dynamically assess risks to identify potential impact, mitigations and controls needed. • Innovative and forward thinking to identify and implement creative solutions and continuous improvements to systems, processes and services. • Financial management skills, with the ability to understand financial information accurately and make sound financial decisions that demonstrate value for money. • High levels of digital and IT literacy and able to champion and promote digital ways of working to enhance efficiency and service delivery. • Excellent interpersonal skills with the ability to establish and maintain positive relationships with a range of internal and external stakeholders.		
Knowledge	• Awareness and understanding of key policy, legislative and regulatory issues for the social housing sector and services within a Resources Directorate. • Knowledge of performance management, risk management, assurance, governance, data protection and data governance principles. • Knowledge of data maturity frameworks, data ownership, data warehousing, reporting tools, external data sets and emerging opportunities from artificial intelligence and machine learning. • Knowledge of the regulatory and legal frameworks within which Broadacres operates.		Application form Interview (may include presentation or occupational test where appropriate)

Special Requirements	• Take ownership of issues and decisions and care about achieving high standards. • Role holders will work flexibly, balancing home working with regular presence across Broadacres' portfolio, typically 2–3 days per week in the office. Maintaining strong leadership visibility and an accessible leadership presence is a key requirement of the role. • Willing and able to work outside normal office hours, including attendance at evening meetings. • Current driving licence.		Application form Interview (may include presentation or occupational test where appropriate)
Qualifications	• Educated to degree level or equivalent professional experience. • Evidence of Continuous Professional Development.		Application form / Evidence through professional qualifications and Certificates