

Job Description

Job Title:	Head of Performance and Improvement
Reporting to:	Chief Information Officer
Department:	Business Growth, Data and Change
Direct Reports:	1 Data Engineer 3 Business Analysts
Budget:	N/A
JD date reviewed:	May 2026
Job Level:	N/A

Job Purpose

To lead the organisation's performance and insight function, ensuring high-quality reporting, meaningful KPIs, robust data governance and a trusted data architecture that provides a single version of the truth. The role will turn data into actionable insight that supports better business decisions, improves service delivery and helps deliver better outcomes for customers.

The postholder will ensure the organisation has a strong evidence base to drive service improvement, regulatory compliance, value for money and better outcomes for residents and communities. By strengthening how data is correlated, interpreted and applied, the role will support proactive asset management, inform business efficiencies, and enable well-evidenced business and budget decisions.

Key Strategic Responsibilities

- Lead the development and continuous improvement of the organisation's performance management framework, ensuring KPIs, targets and measures align to corporate priorities, regulatory requirements and customer outcomes.
- Provide strategic leadership for performance reporting and insight, ensuring Executive Management Team, Board and committees receive clear, accurate and meaningful information that enables confident decision-making, sharper prioritisation and better outcomes for customers.
- Shape and implement the organisation's approach to data governance, promoting clear accountability for data quality, consistency, ownership and compliance across the business.
- Support the development of the organisation's data strategy and modern data architecture, including the effective use of a data lakehouse or equivalent platform to enable trusted, accessible and scalable reporting and analytics.
- Champion a culture of evidence-based decision-making, continuous improvement and accountability, ensuring performance data is used proactively to identify risks, opportunities and priorities for action, and to support better customer, service and business outcomes.

- Ensure the organisation has a robust framework for regulatory, tenant-facing and value for money performance measures, including those relevant to consumer standards, tenant satisfaction and service delivery.
- Lead the strategic development of dashboards, self-service reporting and analytical capability, improving access to timely insight across operational and strategic levels of the organisation.
- Build organisational understanding of performance trends, benchmarking and external sector expectations, using insight to inform service improvement, proactive asset management, business planning, transformation activity and longer-term budget decisions.

Key Functional Responsibilities

- Deliver a coordinated suite of performance reports, dashboards and KPI packs for Board, committees, Executive Management Team and operational leaders, ensuring information is timely, accurate and actionable, and supports better service, customer and business outcomes.
- Maintain a single version of the truth across organisational reporting by overseeing data definitions, reporting standards, validation processes and governance controls.
- Lead the design, development and ongoing refinement of dashboards and reporting products that provide clear visibility of performance, trends, risks and improvement opportunities, supporting proactive asset management and timely operational intervention.
- Oversee the collection, validation, analysis and interpretation of data from multiple systems and sources, ensuring reporting outputs are reliable, consistent and trusted, and that better data correlation informs business efficiencies and more effective decision-making.
- Develop and embed robust KPI frameworks, including service, operational, strategic, regulatory and customer measures, with clear ownership and accountability for delivery.
- Work closely with colleagues across the organisation to translate data into meaningful business insight, identifying root causes, trends and opportunities to improve services and outcomes.
- Support the implementation and effective use of the organisation's data platform, including the data lakehouse, to improve reporting capability, data accessibility and analytical maturity.
- Establish and maintain effective data governance arrangements, including data quality monitoring, metadata, standards, processes and controls to support compliance and assurance.
- Provide high-quality analysis and briefing materials to support strategic planning, business cases, transformation programmes and service reviews, enabling well-evidenced business and budget decisions.
- Develop organisational capability in self-service reporting and performance management, helping managers and leaders make better use of data in day-to-day decision-making.
- Manage and develop the performance, insight and data team, ensuring resources, skills and priorities are aligned to organisational needs.

- Build strong working relationships across the business to ensure reporting and insight products remain relevant, user-focused and responsive to changing requirements.

Person Specification

<p>Education & qualifications</p>	<ul style="list-style-type: none"> • Educated to degree level or equivalent professional experience in data, analytics, information management, business intelligence, performance, or a related discipline. • Relevant professional qualification or evidence of continuing professional development in data, analytics, performance management, project delivery, governance, or leadership is desirable. • Evidence of ongoing development in data governance, reporting, business intelligence platforms, or change and improvement methodologies. • CIH level 5 qualification an advantage
<p>Experience</p>	<ul style="list-style-type: none"> • Significant experience of leading performance reporting, analysis and insight functions in a complex organisation. • Experience of developing and embedding KPI frameworks, dashboards and performance measures that support strategic and operational decision-making. • Experience of presenting complex performance information clearly to senior leaders, Board or Committee audiences, and translating data into practical recommendations. • Experience of establishing or strengthening data governance, data quality and reporting controls to support confidence in decision-making and assurance. • Experience of working with business intelligence tools, modern reporting platforms and multi-source data environments, including supporting the development of scalable reporting architecture such as a data lakehouse. • Experience of identifying trends, root causes and improvement opportunities through analysis, and using insight to influence service improvement or transformation activity. • Experience of leading, developing and prioritising the work of analytical, performance or data teams. • Experience of developing analytical or performance teams from output-focused reporting into an insight-led function that provides meaningful analysis, challenge and support for business decision-making. • Experience of working in housing, public service, regulated sectors, or similarly complex customer-focused environments.

**Knowledge
and Skills**

- Strong analytical and problem-solving skills, with the ability to interpret complex data, identify trends, assess risk, and draw meaningful conclusions.
- Strong understanding of performance management, KPI design, reporting frameworks and the principles of effective management information.
- Good understanding of data governance, data quality, data definitions, controls and the importance of a single version of the truth.
- Ability to communicate complex information clearly and credibly, both verbally and in writing, to a range of audiences including senior leaders, Board members and operational teams.
- Ability to influence, challenge constructively and build effective working relationships across all levels of the organisation.
- Strong organisational skills, with the ability to manage competing priorities, deliver to deadlines and maintain attention to detail.
- Good knowledge of the social housing sector, including regulatory, tenant satisfaction, value for money and service improvement considerations, or the ability to develop this quickly.
- Practical understanding of business intelligence tools, reporting methodologies and approaches to improving data literacy and self-service reporting.
- Strong line management and people development skills, with the ability to lead and develop analytical teams into an insight-led function.
- Commitment to continuous improvement, evidence-based decision-making and using insight to improve outcomes for customers and the organisation.