



ROLE PROFILE

Role Title:	Performance Reporting Team Leader
Department:	Quality & Customer Experience
Role Purpose:	<p>Coordinate a systematic approach to performance review, data quality and performance reporting to ensure contractual and compliance levels are met.</p> <p>To be responsible for delivery of the administrative and data requirements needed to monitor performance levels.</p> <p>To support the Performance Information Officer with development of continuous improvement of services in line with corporate aims, objectives and values.</p>
Reporting to:	Senior Quality & Assurance Manager
Responsible for:	Performance Information Officer OSKA System Administrator
Disclosure level:	NA
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Monitor contractual levels of performance against KPI, Contractual and Compliance objectives & outcomes.</p> <p>To be responsible for the delivery of the administrative and data requirements needed to monitor performance levels.</p> <p>To identify service improvements and work with operational staff to implement improvements.</p> <p>To support the development of people and process in relation to contractual levels of performance against KPI, Contractual and Compliance objectives & outcomes.</p> <p>To monitor performance in relation to short and long term outcomes, and provide operational support to identify improvements to service delivery.</p> <p>To ensure that Midland Heart captures appropriate data to measure impact and collate outcomes.</p>
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	<p>To ensure periodic contractual returns are made to internal and external stakeholders, including administering authorities in line with agreed scheduled requirements.</p> <p>Liaise closely with business leads to understand their challenges and service needs; support them in service report design/development initiatives - including supporting schemes through contractual reviews.</p> <p>To oversee contracts management and procured contracts.</p> <p>To effectively manage the Performance team and ensure that contributions towards our Corporate Plan are evidenced.</p>
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<p>Education, Qualifications and Training</p>	<p>Excellent levels of numeracy and literacy</p>
<p>Knowledge and Experience</p>	<p>Experience of coordinating and providing statistical data; utilising this data to provide compliance and performance reports</p> <p>Experience of managing direct reports.</p> <p>Knowledge and experience of compliance systems.</p> <p>Experience of contract delivery.</p> <p>Experience of using web based reporting systems.</p> <p>A solid operational understanding of contract specifications, the Supporting People funding regime and performance monitoring requirements linked to housing related support.</p> <p>An understanding of Safeguarding requirements.</p> <p>Computer literate with a good understanding and use of MS Word and Excel.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Strong analytical skills; with the ability to interpret data.</p> <p>The ability to deliver training.</p> <p>Excellent report writing skills.</p> <p>The ability to problem solve and use own initiative, and plan and prioritise own workload as well as that of direct reports.</p>

	The ability to manage and develop others
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