

## Job Description

Job title:	Senior Assurance Officer	Location:	Merseyside or Cheshire and required to work across the Organisation
Responsible for:	Assurance Officers x 2 Insight Officer	Responsible to:	Performance & Risk Manager

## Overview of the role

The Senior Assurance Officer is a new role in the Performance and Risk Team and will play a pivotal role in supporting Plus Dane's ambition to drive a high performing, data driven culture focused on improving outcomes for our customers and colleagues. You will have responsibility for supporting the Performance & Risk Manager to develop and embed Plus Dane's performance management framework as a collaborative and proactive tool to support colleagues to deliver effective performance management.

You and your team will actively promote a high performing culture focused on supporting colleagues with data driven decision making and improving performance for our colleagues and customers experience.

You will lead your team to embed the Performance Management Framework with colleagues and support the annual performance cycle including reporting, underperformance reviews, benchmarking and target setting. The post holder will proactively support the business in understanding performance trends, identifying inefficiencies, and leveraging data-driven solutions to improve outcomes. By employing advanced analytical techniques to assess and forecast trends, identify risks and provide actionable insight, you will support teams to drive organisational efficiency and innovation.

You and your team, will be responsible for monitoring and reporting performance and assurance in a timely manner to relevant stakeholders, using detailed analysis and insight to ensure services are delivered in line with expected standards, quality, targets and supporting the business to identify priorities for performance improvement.

## Main responsibilities and accountabilities

## **Leadership**

- Support the Performance & Risk Manager to deliver the annual performance cycle, including performance monitoring, reporting and target setting with a focus on automating processes where possible.
- Accountable for personally delivering timely, accurate performance-related insights, fostering a culture of data-driven decision-making to drive performance improvement.
- Provide high quality, professional support and guidance to managers in relation to all performance, insight and assurance matters including implementing robust solutions and interventions to support business objectives.
- Lead on embedding a business partnering approach, working closely with operational teams to translate data insights into practical improvements and informed decision-making.
- Line management responsibility for the Assurance Officers and Insight Officer

## **Performance analysis**

- Utilise statistical methods and predictive analytics to identify trends, root causes, and key drivers that drive business performance, working with service areas to escalate issues and risks and improve performance.
- Ability to collate and analyse large data sets, accurately identifying trends and presenting conclusions in a clear format.
- Analyse and investigate prevailing and current performance data and use this to show past trends and to predict future expectations. ``
- Deliver actionable customer insight through detailed analysis to drive forward understanding and improvement and make recommendations to improve service delivery and customer satisfaction.
- Analyse statistical information from customer satisfaction surveys and triangulate with other data sources, identifying key drivers, issues, prevailing and expected trends.
- Liaise with the wider business to share performance information, tailoring reports and visualisations for the relevant audience. Utilising data storytelling techniques, combining visualisations and narrative, to effectively communicate and present insights to stakeholders at all levels
- Ensure all performance data is of high quality, accurate, and reflective of business operations, addressing anomalies, inconsistencies or gaps proactively.
- Analyse areas of under-performance and identify root cause, working with service areas to escalate issues and risks, and improve performance.
- Continuously explore and recommend new methodologies for performance analysis, for example the use of AI to improve forecasting and predictive analytics.
- Identify emerging risks and trends by analysing performance data, ensuring risk management processes are proactive rather than reactive.

## **Performance Management**

- Ensure compliance with legislation, regulatory requirements, and best practices in performance reporting.
- Research and apply benchmarking and industry best practices to strengthen Plus Dane's assurance and performance frameworks.
- Develop and optimise the organisation's performance and risk management system, ensuring it meets evolving business needs including providing training, guidance notes and briefing to colleagues.
- Assist the Performance & Risk Manager to continuously develop the performance

management framework at both strategic and operational levels in line with corporate strategies, policies, business plans and risks.

- Provide high-quality, professional guidance to managers on performance, insight and assurance matters, ensuring alignment with business objectives.
- Maintaining a good knowledge of relevant analytical and statistical techniques and applying them to support service areas to understand performance and improve operational efficiency.
- Ensure that feedback services and contracts are managed to ensure data integrity and reliability, liaising with internal and external suppliers.

### **Assurance**

- Lead the collation, validation, and verification of data for regulatory and external reporting, ensuring integrity and compliance.
- Develop and implement assurance methodologies that link business performance to risk exposure and operational controls.
- Deliver responsive and innovative assurance solutions which respond to current and future requirements and assist in achieving business objectives and KPI's.
- Oversight of the mapping and testing of assurance sources, applying an evidence-based approach to risk assessment and mitigation.
- Champion the Risk & Assurance Framework, ensuring regulatory, statutory, and legislative compliance is evidenced across all key areas and processes.
- Support Plus Dane in embedding the Three Lines of Defence model, ensuring clear accountability for assurance across all key processes.
- As part of the Performance & Risk Team ensure all work is aligned to the values and behaviours and values of Plus Dane
- Carry out all other duties as may be reasonably assigned from time to time, with the level of this job description.

### **Functional responsibilities**

The post is responsible for providing advice regarding the following functions within Plus Dane:

- Performance and risk management system development (One Source)
- Performance Management Framework
- Benchmarking
- Assurance Mapping and validation
- Performance analysis and predictive reporting
- Continuous Improvement techniques
- Customer insight
- Customer surveys and survey methodologies

### **Key contacts**

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

<p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• Senior Management Team</li> <li>• IT &amp; Innovation Team</li> <li>• Communications Team</li> <li>• Leadership Team</li> <li>• Board &amp; Committee Members</li> </ul>	<p>Key external contacts are:</p> <ul style="list-style-type: none"> <li>• Housemark</li> <li>• Vantage</li> <li>• In-Phase</li> <li>• Peer groups (e.g. benchmarking groups)</li> </ul>
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<b>Person Specification</b>	
Job title:	<b>Senior Assurance Officer</b>

<b>Area</b>	<b>Requirements</b>
Education	Educated to Degree level or equivalent experience (E)

**Job related experience and knowledge**

Essential	<p>Has experience of:</p> <ul style="list-style-type: none"> <li>• Performance management including KPI monitoring, reporting and analysis</li> <li>• Establishing robust evidence-based assurance reporting</li> <li>• Proven track record and experience of working with and analysing disparate, often incomplete, complex data (both quantitative and qualitative) to produce actionable insight that informs decision making</li> <li>• Able to demonstrate high level of accuracy and attention to detail.</li> <li>• Using performance management frameworks and systems to drive continuous improvement</li> <li>• Delivering a high performing service</li> <li>• Building strong working relationships with internal stakeholders and external suppliers.</li> <li>• Providing information to a variety of audiences through a range of media, to deliver a compelling data-based narrative</li> <li>• Solving complex problems, with the ability to identify innovative or forward-thinking action plans to improve performance.</li> <li>• Ability to use statistical and data analytical tools to understand key issues, trends, anomalies and improvements required in performance data.</li> <li>• Able to gather requirements from the business and translate into deliverables</li> <li>• Developing and delivering systems and process to improve service delivery performance and/or customer satisfaction.</li> <li>• Able to gather requirements from the business and translate into deliverables</li> </ul>
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	<ul style="list-style-type: none"> <li>• A flexible approach to managing and prioritising a high workload and multiple complex issues and tasks in a changing environment with tight deadlines</li> <li>• Experience of positively embracing and adapting to change by identifying, leading &amp; managing change in line with organisational objectives</li> <li>• Excellent written and verbal communication including report writing</li> <li>• Extensive experience with Microsoft Office tools, in particular excel</li> <li>• Advanced Excel skills, including the use of complex formulas and data manipulation</li> <li>• Performance management and BI software such as InPhase, Pentana, Qlik sense, Power BI</li> </ul> <p>Has knowledge of:</p> <ul style="list-style-type: none"> <li>• Understanding of benchmarking techniques to support performance improvement</li> <li>• Best practice approaches to delivering risk management and assurance activity including the three lines of defence assurance model</li> <li>• Knowledge and experience of applying continuous improvement techniques</li> <li>• Research methodologies including delivery of transactional and perception surveys</li> <li>• Statistical approaches and methods e.g. correlation, regression etc</li> </ul>
Desired:	<ul style="list-style-type: none"> <li>• Delivering performance management/assurance in the social housing sector.</li> <li>• Supporting service areas to develop and map robust internal controls, using an evidence-based approach.</li> <li>• Social Housing Regulatory Framework</li> <li>• The current operating environment for social housing providers.</li> <li>• Experience of successfully motivating, leading and developing a high performing team/individuals, including setting clearly defined objectives and managing performance.</li> </ul>

<p>Personal qualities</p>	<ul style="list-style-type: none"> <li>• Excellent analytical, numeracy and problem-solving skills</li> <li>• Critical thinker, passionate about the value insight and performance analysis can deliver to teams and customers</li> <li>• Ability to research and interpret complex information and data</li> <li>• Ability to self-motivate, work under pressure, prioritise workload of self and others and meet performance targets and deadlines</li> <li>• Ability to present complex business process issues in a clear and understandable way to all audiences</li> <li>• Ability to use judgement to compare and evaluate options and take informed decisions based on such analysis</li> <li>• Build relationships to work collaboratively and constructively with colleagues across the organisation.</li> <li>• Analyse data and critically assess performance based on defined criteria</li> <li>• Gain credibility, challenge and influence at different organisational levels;</li> <li>• Confidently make decisions and know when to escalate concerns/issues</li> <li>• Committed to Plus Dane's values and behaviours</li> <li>• Contribute to own personal and professional development through training and cross-functional working with other members of the Performance &amp; Risk Team.</li> </ul> <p>Has:</p> <ul style="list-style-type: none"> <li>• High personal integrity and a strong focus on personal accountability to deliver effective outcomes</li> <li>• Excellent communication skills</li> <li>• Excellent written, verbal and numerical skills</li> </ul> <p>Is:</p> <ul style="list-style-type: none"> <li>• Able to work independently using own initiative, or as part of a team</li> <li>• Self-motivated</li> <li>• Professionally curious</li> <li>• Performance driven</li> <li>• Customer focused</li> </ul>
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Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.