

**Job Description**

**Performance Improvement Officer**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

As a Performance Improvement Officer, you will be an integral member of a small team of specialist officers helping to deliver the Service Transformation Strategy.

You will play an active role in assisting the Performance Improvement Manager to deliver targeted projects across the business to improve processes and drive performance improvement by motivating, advising and guiding colleagues in the delivery of exceptional services leading to increased customer satisfaction.

**Your Team**

Your team sits within the Service Improvement Team which provides advice and support to the wider business to improve performance, service delivery and customer satisfaction.

**Your Manager**

This role reports to the Performance Improvement Manager.

**Your Key Responsibilities**

* Provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Work cohesively as part of the Service Improvement Team to support the efficient and effective delivery of the Service Transformation Strategy.
* Contribute to the development of a performance management culture across the organisation, providing on-going advice, guidance and support to managers and colleagues.
* Develop and maintain positive working relationships internally and externally to ensure collaborative working and continuous improvement.
* Provide information and reports that enable the analysis of team performance.
* Work with a broad range of colleagues to understand processes, priorities and constraints to help identify opportunities for process and performance improvement.
* Work closely with the Performance Improvement Manager, utilising data, insight, and performance information to design and deliver projects that will improve services and increase customer satisfaction.
* Assist the Performance Improvement Manager in identifying areas of underperformance and gaps in training at team level and design and deliver a development programme.
* Research best practice across the sector to identify lessons learnt and share this information to the wide business.
* Champion continuous improvement throughout the business, helping teams to apply different methods and approaches to service delivery.
* Proactively respond and adapt to change and effectively manage conflicting priorities and deadlines that may arise to ensure key priorities are delivered on time and to an excellent standard.

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Achievement of objectives and targets set in your Annual Check-in (Performance Appraisal)
* Improved performance in service where projects are delivered.
* Delivery of assigned projects aligned to the Service Transformation Strategy.



**Person Specification**

**Performance Improvement Officer**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| Experience of working within the social housing sector |  | ✓ |
| Proven track record of meeting demanding objectives and targets that exceed expectations | ✓ |  |
| Experience of working in a customer focused, performance driven environment | ✓ |  |
| Experience of working collaboratively with a wide range of people to develop and improve services | ✓ |  |
| Experience of coaching and supporting a team | ✓ |  |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Proven ability to identify and understand best practice and legislation and use this to inform ways of working | ✓ |  |
| Ability to communicate clearly with colleagues providing constructive feedback and influencing / coaching to improve performance | ✓ |  |
| Ability to effectively manage and prioritise own workload to meet deadlines and service need | ✓ |  |
| IT literacy especially MS office applications to generate and interpret performance reports / data | ✓ |  |
| Self-motivated and performance driven | ✓ |  |
| Ability to interpret data quickly, deliver accurate information and translate findings into service and performance improvement | ✓ |  |

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| **Your Qualifications and Training** |  |  |
| Maths and English GCSEs at grade 4 or above or equivalent levels of  numeracy and literacy | ✓ |  |
| Evidence of Continuous Professional Development (CPD) | ✓ |  |
| A full driving licence and access to a car with business insurance | ✓ |  |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ✓ |  |
| Demonstrate excellent interpersonal and customer service skills | ✓ |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ✓ |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ✓ |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
|  | ✓ |  |  |  |

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| **Employee Signature** |  | **Date** |  |

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