

JOB DESCRIPTION & PERSON SPECIFICATION

Performance Manager

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Director of Culture, Communications and Involvement
Direct reports:	None
Directorate:	Culture, Communications and Involvement

JOB SUMMARY:

The Performance Manager is a newly created role to help drive a culture of accountability and continuous improvement across the organisation. The Performance Manager will act as the gatekeeper for our data integrity and lead the development and implementation of performance frameworks, using data-driven insights to enhance service delivery, compliance, and operational efficiency.

PRINCIPAL RESPONSIBILITIES:

1. Work collaboratively with data owners to ensure data is meaningfully collected, understood, clearly defined and accurate, allowing confident and timely reporting internally and to external audiences (including the regulator).
2. Design and implement robust performance management systems aligned with organisational goals and regulatory requirements.
3. Develop and maintain live dashboards and reporting tools to monitor KPIs, compliance, and service delivery metrics that provide assurance to management and the Board on our compliance and performance.
4. Facilitate an easily replicable and self-sustaining performance monitoring infrastructure, easing the burden on data owners in reporting periods.
5. Use data analytics and AI tools to provide deep insights into service delivery, performance and compliance.
6. Ensure adherence to housing regulations and internal standards through regular internal audits and performance reviews.
7. Identify trends, risks, and opportunities for improvement and work with colleagues to implement improvements to service efficiency and customer experience.
8. Champion a performance-focused culture by coaching managers and teams on collecting and using data for decision-making and improvement.
9. Work closely with managers and operational teams to embed performance practices and communicate progress transparently.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem essential for every role at ISHA:

10. To ensure you comply with ISHA's procedures for promoting and safeguarding others, appropriate to your role.

11. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of our communities.
12. To comply with ISHA's IT, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
13. To work flexibly and carry out any other reasonable duties, as required.
14. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, Respect for Everyone, Trusted to make the difference, in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

	PERSON SPECIFICATION – Performance Manager	Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK	✓	
Education and Qualifications			
2.	Degree in Business Management, Data Analytics, Housing Management, or a related field (or equivalent experience)	✓	
3.	Professional qualification in performance management, data analytics, or housing compliance		✓
4.	Evidence of continuous professional development		✓
Experience			
5.	Proven track record in performance management within housing, public sector, or regulated environments	✓	
6.	Experience in using data and analytics to drive organisational improvement	✓	
7.	Familiarity with housing compliance frameworks and regulatory standards	✓	
8.	Experience in cultural change initiatives and embedding performance practices		✓
Knowledge & Skills			
9.	Ability to interpret complex data and translate insights into actionable strategies.	✓	
10.	Strong verbal and written skills to engage stakeholders at all levels	✓	
11.	Skilled at motivating teams and managers to adopt performance-focused behaviours		✓
12.	Competent in data tools (e.g., Power BI, Excel) and performance reporting systems.	✓	
13.	Proactive in identifying issues and implementing solutions	✓	
14.	Understanding of housing sector challenges and compliance requirements	✓	
15.	Excellent organisational and project management skills	✓	
16.	Commitment to continuous professional development of self and others		✓
17.	Professional, flexible, and enthusiastic approach to work	✓	
18.	Is curious, with a strong desire for continuous improvement (for self and others)	✓	
Values			
19.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> Pride in team ISHA Passionate commitment to customers Trusted to make the difference Respect for everyone 	✓	