

Post Title	Assurance and Performance Officer
Business Area	Assurance and Business Planning
Directorate	Finance and Business Services
Responsible to:	Performance and Quality Co-Ordinator
Responsible for:	Not Applicable

Job Purpose:

The Assurance and Performance Officer will be responsible for working with business areas to support them in achieving agreed performance and reporting standards to:

- Contribute to the provision of accurate and timely performance management data for the organisation which provides assurance that our services are compliant, meeting key performance targets and are providing excellent outcomes to clients.
- Assist with the development of robust and accurate reporting systems which provide colleagues timely information around service performance.
- Provide input and assistance to assess new development activity, including contributing data to tenders, ensuring activities are risk assessed, are financially viable and link to our strategy.
- Engage and maintain relationships with colleagues to maximise coproduction in all aspects of the Assurance and Business Planning team activities

Key Accountabilities:

Assurance and Performance

- Actively participating in the development of best practice, policy and procedures, which meet statutory requirements and provide assurance that service delivery is in line with expected standards.
- Contribute to a strong performance culture and commitment to excellence with a focus on providing high-quality services.
- Deliver accurate KPI data, quality assurance data and outcome data for internal and external audiences.
- Support the delivery of accurate and timely regulatory returns to our regulatory bodies (Scottish Housing Regulator, Care Commission, OSCR)
- Contribute to robust performance management frameworks that capture business outcomes and impact, reflecting performance, outcomes and results. Developing measures that demonstrate continuous improvement and customer service excellence.
- Contributing to or developing reports for senior management, the Audit, Performance and Risk Committee and the Board on corporate performance, risk, internal audit and progress towards the objectives/outcomes of the Business Plan.
- Working with business areas to understand and validate data/outcomes before any presentation of reports or information.
- Developing and supervising service satisfaction monitoring and analysis, and overseeing complaints processes
- Analysing and presenting performance and compliance reports across all functions
- Contribute to corporate benchmarking returns
- Analyse processes to determine where improvements (in terms of efficiency and/or service quality) could be made

- Promote and facilitate the use of Bield's Project and Change methodology to test and develop process improvements
- Participating in improvement projects, service reviews and transformation programmes within Bield.

Board Assurance and Risk Management

- Supporting the implementation of Bield's Board Assurance and Risk, and Performance frameworks to ensure meaningful management information that provides assurance to management and the Board, as well as informing decision making.
- Supporting and monitoring the delivery of the annual Internal Audit Programme. This includes working with business leads and Bield's appointed internal auditors to coordinate audit activity, collate audit evidence and identify areas for improvement
- Provide day to day liaison between internal audit and business areas.
- Prepare updates to management, committees and board on delivery progress.
- Maintain Bield's strategic and business health risk registers, including working with business areas to ensure risks are assessed, updated and managed effectively.

Internal and External relationships

- Demonstrate approaches, behaviours, values, and culture consistently as a member of the wider Assurance and Business Planning team when working with others
- Develop and maintain effective working relationships with internal colleagues and external partners to enhance our approaches to delivering quality and performance data across the business.

Budget and Resource Management:

- Work confidently and in line with financial processes and procedures.
- Ensure the requirements of GDPR are met when managing personal data

Any other reasonable duties as assigned by your manager or other senior manager within Bield.

Health and Safety

Bield Housing and Care is committed to ensuring that we have a safe and healthy workplace for everyone. All employees are required to take reasonable care of their own safety and the safety of others affected by their actions. Everyone is expected to comply with all aspects of our Health and Safety Policy including participation in training as requested.

Equality and Diversity:

Bield Housing and Care promotes a workplace that is inclusive and diverse, as a member of staff we would expect you to treat people fairly in a non-discriminatory manner and equally you should be treated in a way that is fair, respectful and non-discriminatory.

Person Specification:**Experience:**

Criteria	Level
	Essential or Desirable
Experience of having successfully undertaken a similar role within an organisation of similar size and complexity.	Desirable
Experience of collecting, validating and analysing data to produce accurate performance or management information within agreed deadlines.	Essential
Experience of preparing clear reports that explain performance, identify trends and highlight areas requiring action	Essential
Experience of working across teams to obtain information, resolve discrepancies and meet reporting requirements	Essential
Experience of maintaining accurate records, supporting evidence and action trackers to demonstrate progress	Essential
Experience of contributing to the review and development of assurance and performance management processes.	Desirable
Experience of supporting internal audit activity, including coordinating evidence and monitoring agreed actions.	Desirable
Experience of maintaining risk registers or supporting risk assessment and review processes.	Desirable
Experience within housing, care or another regulated service environment.	Desirable

Knowledge, Skills and Behaviours:

Criteria	Level
	Essential or Desirable
Ability to analyse quantitative and qualitative information, identify trends and discrepancies, and draw evidence-based conclusion	Essential
Strong attention to detail, with a systematic approach to checking data accuracy, completeness and consistency.	Essential
Ability to use Excel or equivalent spreadsheet software to organise, analyse and present data, including formulas, pivot tables and charts.	Essential
Ability to use Microsoft 365 and normal business applications	Essential
Ability to communicate findings clearly in written reports and verbal discussions, adapting information for different audiences.	Essential
Understanding of performance indicators, targets and outcomes, and how these support service improvement and organisational assurance	Essential
Understanding of risk management, internal controls and the purpose of audit and assurance activities.	Essential
Ability to organise competing priorities and deliver accurate work to recurring reporting deadlines, escalating issues appropriately.	Essential
Ability to build constructive relationships, follow up outstanding information and challenge inconsistencies professionally and respectfully.	Essential
Understanding of confidentiality and secure handling of personal and sensitive information.	Essential
A collaborative, accountable and improvement-focused approach, including willingness to learn and respond constructively to feedback.	Essential
Commitment to fair, respectful and inclusive working practices and to improving outcomes for customers.	Essential
Knowledge of reporting and regulatory requirements relevant to housing and care services.	Desirable

PROFESSIONAL MEMBERSHIP AND QUALIFICATIONS:

Criteria	Level
	Essential or Desirable
Relevant qualification in data analysis, business management, quality assurance, risk management or a related discipline, or equivalent knowledge and skills gained through practical experience.	Desirable
Evidence of continuing learning relevant to performance reporting, assurance, risk or service improvement.	Essential

Service Specific / Contra Indicators:

Criteria	Level
	Essential or Desirable
Willingness to undertake relevant training and attend meetings at different locations where required.	Essential
Commitment to using assurance and performance information to support high-quality services and positive customer outcomes.	Essential