



Job Title:	Performance Manager
Location:	Central England or Home Counties
Salary Range:	£43,150.00 - £48,200.00 (all other areas)
Level:	Managers/Functional Experts
Reports to:	Regional Operations Manager

What do we need?

The Performance Manager will be responsible for the day to day performance and delivery of their team of Area Managers, assisting and motivating people who are disadvantaged in the job market, as well as acting as a deputy to the Regional Operations Manager. You need to enable and encourage your staff to be flexible and self-managing. You will support them to manage and facilitate participants individually tailored journey into sustainable employment based on co-produced action plans.

You will lead, develop and implement our community based delivery model including the uses of Time Credits; volunteers; employment led support; as well as integrated delivery with health and local government services.

Are you right for the job?

- Do you have what it takes to lead a team of skilled and motivated professionals?
- Do you have experience developing and maintaining partnerships and relationships with local integrated services?
- Do you thrive in an environment that encourages staff to find new ways to help people?
- Do you have a strong track record of achieving and exceeding performance targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Main Duties and Responsibilities

1. Ensure that all areas under your responsibility meet or exceed performance and contractual targets whilst meeting or exceeding all external standards with all compliance audits and reviews, ensuring clear action plans are followed for improvement as appropriate.
2. Provide effective leadership and line management to a team of Area Managers, conducting performance reviews and observations as required
3. Conduct Deep Dive activity in each area of responsibility, including 360 degree review, observations of caseload reviews, observations of performance reviews and

support Area Managers with performance management of team, including PIPs and formal action where necessary

4. Analyse and share regular reports/MI to the team, identifying trends that impact on effective delivery of contract.
5. Control and manage all financial aspects of performance, ensuring that all transactions are validated and regularly monitored.
6. Develop and maintain working relationships with local stakeholders including local authorities, health service providers and the voluntary and community sector to ensure access to service for participants at a local level.
7. Ensure the use of Time Credits as a tool to engage participants in giving their time both in services and the wider community where appropriate, ensuring targets are met
8. Ensure the regular collection of monitoring information on Time Credits engagement, earning and spending, and support programme evaluation data collection and share good news stories within Shaw Trust and Spice
9. Facilitate the involvement of participants directly in design, delivery and evaluation of our services.
10. Manage team understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.
11. Communicate and motivate team(s) to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all skills and levels.
12. Set personal development and performance targets for direct reports and ensure these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
13. Ensure that the business strategy is communicated to the local team so that staff understand and support the organisations growth.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust 's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about participants, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: Performance Manager

(E = Essential D = Desirable) **Competencies**

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all participants internal and external **(E)**

Technical competency (qualifications and training)

- Management training/qualification. **(D)**

Experience

Demonstrable experience in successfully managing target driven services and teams within a high performance culture. **(E)**

- Proven experience of the operational management of high level or complex delivery of participant services and contracts internally and/or through a supply chain. **(E)**
- Experience of supporting, motivating and engaging others. **(E)**
- A strong track record of establishing and maintaining productive relationships with partners and stakeholders. **(E)**
- Experience in managing, coaching and leading a team to drive success in a challenging and target driven environment, ideally within contract service provision. **(D)**

Knowledge

- A thorough understanding of financial management including monitoring and management of P&L, budgets etc **(E)**
- An understanding of the local area commissioning and service delivery environment. **(D)**
- An understanding of the national government commissioning and contracting environment and context. **(D)**
- An operational understanding of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers. **(D)**

Skills and Abilities

- Excellent interpersonal, communication and presentation skills; able to confidently interact with stakeholders. **(E)**
- Strong operational planning and organisational skills **(E)**
- Ability to demonstrate success in managing budgets with real achievement in meeting or exceeding targets. **(E)**
- Able to coach and lead by example **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(E)**
- Ability to manage change. **(D)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a DBS at Enhanced Level. **(E)**

