**Job Profile**

Job Title: Performance Reporting Specialist

Directorate: Operations

Reports To: Head of Service Planning and Performance

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 23/07/2024

## Overall Role Purpose

The Performance Reporting Specialist helps people with sight loss to live the life they choose by providing timely data tracking all key areas of service delivery so that Guide Dogs ensures it is meeting its performance targets. This role needs to understand the drivers of performance, be knowledgeable on historic performance versus targets, and work with service leaders to improve performance cost effectively into the future.

## Key Responsibilities

* Own the preparation of monthly performance pack datasets, working with service leads to check any anomalies.
* Working with service leads and Operational Excellence colleagues develop robust KPIs that can be tracked and focus on and measure delivery of service targets and productivity.
* Agree targets with Operations management that provide an element of challenge, with clear ownership and escalation points.
* Work in partnership with Service operations and programme teams and Operational Excellence colleagues to capture and report on success of mitigation plans for any KPIs out of tolerance and relationship between performance and financials.
* Support the business to ensure that the impact of business cases, with clearly defined outputs is tracked and reflected in future KPI targets and performance.
* Deliver performance insight and education to Operations colleagues to improve the efficiency and effectiveness of service delivery throughout the organisation.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

**Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

**Working at Guide Dogs**

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

**Person Specification**

## Education/Qualifications

#### Essential

* GCSE’s grade C or above in Maths & English (or equivalent) (QCF level 2 / SQCF level 5).
* To be able to confidently deal with complex financial and technical disclosure standards.

#### Desirable

* None

## Job-Related Experience

#### Essential

* Experience of a planning environment.
* Evidence of developing reports at operational, tactical level
* Demonstrated experience and understanding of the impact of change.
* Evidenced experience of influencing the business to make sound decisions
* Demonstrated knowledge and understanding of financial and organisational/business context
* Demonstrated the ability to build and establish a credible business partnership with all areas of the organisation.

#### Desirable

* Experience with the third or charity sector

## Knowledge

#### Essential

* Advanced Microsoft Excel skills
* Sound knowledge of planning and reporting practices and understanding of tools and techniques to influence and partner across all levels of the organisation and flexibility to apply these in different circumstances.
* Experience in CRM reporting /systems reporting
* Experience of computer-based reporting systems.
* Understanding of the general ledger and its feeder systems and coding structures.

#### Desirable

* Experience with Salesforce
* Experience with AI technology software

## Skills and Competencies

#### Essential

* Ability to build highly effective and collaborative working relationships with all levels of the organisation.
* Ability to communicate complex technical issues in a simple way to meet the needs of a diverse audience.
* Strong influencing skills.
* Negotiation and conflict resolution.
* Logical and organised approach.
* Ability to think strategically and understand the broader organisational issues.
* Strong problem solver, using a variety of analytical and influencing techniques to formulate a proposed way forward.
* Strong modelling and analysis skills, including the use of Excel.
* Ability to work with a relatively low level of supervision, prioritise and communicate the impact of conflicting demands to ensure deadlines are met.

## Ability to work quickly to a high level of accuracy.

## Ability to maintain focus and drive to resolve issues.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/ETDrr9U4YzdHsA3S7CHSc9EBZy3LbOI0ioxx7UHaXzT37w?e=YyiGQh) to view the salary band.

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