

Job description and person specification



Job Title:	Performance and Compliance Officer
Level:	Team member
Salary:	£39,347
Team:	Performance and Quality
Reporting line:	Head of Performance Risk and Monitoring
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As the Performance and Monitoring Officer I will help make sure Phoenix meets all its legislative and regulatory requirements by maintaining systems and monitoring the recording of and collection of data.

I will provide project and administrative support to assist the Performance and Quality Team to develop and implement initiatives to improve services, respond to data breaches and subject access requests and drive up performance.

I will also support the Performance and Quality Team to analyse data, as well as develop and maintain the Corporate Plan, service improvement plans, data protection compliance, audit and risk action plans and other monitoring systems.

In my job I will:

Support the Performance and Quality Team to record, analyse, check and present data/performance.

Maintain a schedule of all statutory returns and requirements helping to ensure that data is collected and returns are completed in a timely manner.

Provide best practice information to the Performance and Quality Team and other managers to help them review services.

Support managers in developing and reviewing policies and procedures.

Create templates and maintain monitoring systems to remove duplication of work and ensure evidence is kept by all teams to show continuous improvements.

Act as the lead customer contact for residents requesting a Subject Access Request, clarify requests from data subjects.

Coordinate, redact and check all access requests and ensure all statutory timescales are met.

Co-ordinate and provide business support to the Information Governance Group.

Support review groups including residents and staff to assist with reviewing and refreshing organisation wide policies and standards.

Support managers and team leaders with audit and accreditation processes.

Administrate satisfaction surveys and analyse satisfaction data providing regular reports to service managers and the Performance and Quality Team.

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Support the Performance and Quality Team to manage projects, analyse and report performance, suggesting, service improvements.

Ensure that relevant records and evidence are kept of all service improvement activities and data checks.

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria
Experience, Knowledge, Understanding	<p>Understanding of performance, quality and compliance</p> <p>Experience of researching good practice or benchmarking</p> <p>Experience of working with databases and data to analyse and report performance.</p> <p>Experience of drafting and revising policy documents for public consumption as well as setting up templates and reports</p> <p>Knowledge of social housing policy and standards</p> <p>Knowledge of survey techniques, good questionnaire design and statistical methods.</p> <p>Knowledge of data protection</p>
Education and Qualifications	Degree level or equivalent experience.
Skills	<p>The ability to analyse statistical data and present results in accessible formats</p> <p>Excellent administrative skills</p> <p>Good customer service skills</p> <p>Strong numeracy skills</p> <p>Excellent IT skills with MS Office (Excel, Word, Access) and other databases</p> <p>Effective communications skills, both written and verbal</p> <p>Strong detail and analytical skills</p> <p>Ability to research good practice and present it to others, including residents, staff and other stakeholders</p> <p>The ability to build positive relationships with customers, staff and external agencies including Phoenix residents.</p> <p>A creative approach to presenting and disseminating information</p> <p>Ability manage a diverse portfolio of projects with competing demands</p>
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.