

Job Description, Kirklees Better Outcomes Partnership (“KBOP”)

Role: Performance Manager of a social enterprise aiming to reduce homelessness in West Yorkshire

Location: Kirklees and London

Position: Full-time

Start Date: As soon as possible

Deadline: 26th April. Interviews to take place in w/c 6th May.

Background

A unique and exciting opportunity play a leading role in the implementation and delivery of an innovative programme delivering floating support services to vulnerable people in West Yorkshire, helping reduce homelessness in the area. The programme will be working with 6,000 vulnerable people in Kirklees, helping them to secure accommodation and giving them the skills required to sustain these tenancies independently over time. Kirklees Better Outcomes Partnership (“KBOP”) is a social enterprise that has won the contract with Kirklees Council to oversee the delivery of this programme. <https://www.kirkleesbetteroutcomespartnership.org/>

The project is an outcomes contract where we will be paid for achieving positive social outcomes for our clients relating to accommodation, education, employment and improvements in wellbeing. This model allows flexibility in how the service is delivered with a focus on evolving the service delivery model over time to best achieve the target outcomes for the people we support. KBOP is in partnership with a group of 9 local charities and social enterprises that have been delivering floating support services in Kirklees for over 15 years. Between them these organisations have the front-line delivery expertise to provide support to people with a range of needs. These include; individuals who are homeless or at immediate risk of becoming homeless, individuals with mental health or substance misuse issues, victims of domestic violence, ex-offenders as well as other groups. The role of KBOP will be to drive continuous improvement across the service, set the strategy for the programme, and manage key stakeholder relationships, including with Kirklees Council, the service commissioner.

KBOP is financially backed by Bridges Fund Management, a social investor. Bridges has a mission to provide capital and support to help social sector organisations deliver outcomes contracts. They do this through their investments in Social Impact Bonds and have, to date, invested in over 30 SIBs across various sectors (<http://www.bridgesfundmanagement.com/for-investors/bridges-social-impact-bond-fund/>).

Role Outline and Description

The Performance Manager will work in close collaboration with the diverse set of stakeholders involved, including the KBOP Project Board led by a non-executive Chair. The Performance Manager

will report to the KBOP Project Director and will be supported by a Data and Operations Analyst to assist in collecting and reporting on the information gathered.

The Performance Manager will take the lead on ensuring the range of regular reporting deliverables and various other ad hoc projects are completed accurately and in a timely manner.

Your Challenge (detailed view)

- Collection, Analysis and Reporting of Data
 - Acting in 'quality control' capacity in the timely and accurate collection, analysis and reporting of data
 - Drawing insights from the data and ensuring analysis is presented clearly and concisely for stakeholders
 - Ensuring data dashboards are relevant and provide the necessary early warning mechanisms to identify priorities for action
 - Ensuring the smooth transfer and validation of key outcomes data with Kirklees Council to evidence outcomes achieved
- Service provider capacity building
 - Working with service providers to support them in implementing and improving data collection and reporting processes.
 - Building capacity within service provider teams to manage performance data and use it to inform decision making.
- Reporting
 - Design reporting processes and format at a service provider and programme level
 - Take the lead in creating packs for monthly board meetings for review by the KBOP Board.
 - Create ad hoc analysis to support Project Board decision making as needed
 - Evolve board pack format as needed to ensure it is relevant for ongoing decision making and create other reports as required.
 - Support service providers to report.
- Management of Operational and Financial model
 - Ensure the regular updating of the operational and financial model to ensure KBOP is continually aware of progress against stated goals and objectives
 - Create reports as required by KBOP Project Board which provide key insights in support of operational and strategic decision-making
 - Manage outcome payments processing in an accurate and timely manner and proactively resolve issues as they arise.
- Day-to-Day Management of the Data and Operations Analyst role
 - Setting priorities in conjunction with the KBOP Project Board and the overall delivery needs of the organisation to ensure efficiency and effectiveness

About you

The successful candidate will have:

Essential:

- Excellent leadership and strategic development skills
- Excellent senior stakeholder skills and inter-personal skills
- Ability to manage a wide range of projects, priorities and individual workstreams in alignment with KBOP's stated goals and objectives.

- Technical skills in excel and financial management, to manage the operational/ financial model
- Ability to develop and manage positive and collaborative relationships with many partners and stakeholders with different perspectives and interests
- Sound strategic, commercial and entrepreneurial judgement including understanding of contracts
- Team player with strong work ethic and ability to take initiative in proactively resolving issues
- Experience in a strategy consultancy firm or similar

Desirable:

- Experience growing / developing a business / social sector organisation desirable
- Experience of successful operational delivery of projects (payment-by-results or SIB experience desirable)
- Experience in homelessness / housing services
- Experience working with Local Government desirable
- Passion and desire to make a positive difference to the lives of vulnerable people

Remuneration

Negotiable dependent on experience. Annual leave 25 days.

Application Process

Applicants to the role should send their CV and supporting statement (no more than 1 A4 side each) to recruitment@kbop.org by 26th April 2019.

Interviews are expected to take place on the week commencing 6th May 2019 with the intention that the successful candidate will be able to commence their duties as quickly as possible.