



Role Profile

| | | | |
|-------------------|-------------------------------|--|--|
| Job title: | Assistant Performance Manager | Department: | Finance |
| Grade: | D | Reports to: | Head of Business Planning & Performance Management |
| Location: | Head Office | Budget responsibility (optional): | |

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to build a workforce that reflects Britain's diverse population and people from under-represented groups are encouraged to apply for vacancies.

Our main objective is to create a culture that helps all of our customers strive towards a workforce that is reflective of today's society.

Role purpose:

- Support the development and implementation of an improved evidence-based performance management framework.
- Manage the translation of strategic and business plans into agreed Key Performance Indicators (KPIs) and the delivery of visual performance reporting to meet the needs of the performance framework, working with Directors, senior managers and corporate colleagues and in particular with the Finance Business Partners.
- Ensure the effective operation of the performance framework by co-ordinating the development activity, information flows, reporting outputs, and decision points across governance bodies and external stakeholders

Key responsibilities and accountabilities:

1. Managing the inputs, work scheduling, and delivery of outputs from the Business Planning and Performance Management (BP&PM) team working with team members, corporate and directorate colleagues.
2. Design and monitor target KPIs across the range of Inputs, Activities, and Outputs agreed as part of the Business Plan.
3. Engagement with colleagues in Strategic Planning, directorate senior managers and Finance Business Partners to agree the industry level, corporate and supporting operational performance measurement requirements, how they are best addressed and the action plan for doing so.
4. Taking industry, corporate and supporting operational performance measurement needs into account, set against available resources and capability, develop, agree and implement the performance framework for the business.
5. Offer guidance and constructive challenge in the development of robust and meaningful performance framework and measures, ensuring alignment between strategic and operational measurement.
6. Support timely and accurate reporting on corporate performance to the Executive, Board and other stakeholders, working with Finance Business Partners and colleagues
7. Responding to ad hoc requests from the Chief Executive / Directors, senior managers and stakeholders on corporate performance reporting.

8. Collaborative working with Marketing, External Relations and Internal Communications to drive improvements in the way corporate performance is communicated to staff and stakeholders.
9. Content owner for corporate performance on the corporate website www.citb.co.uk and the corporate intranet "The Hub", managing the sites' development and communication of performance updates, in order to better engage staff and stakeholders with performance against our priorities and plans.
10. Establishing a corporate centre of excellence for Performance management, drawing from external learning and best practice, to provide the organisation with timely and accurate performance data solutions to raise awareness of progress against plans and inform management decision making.
11. Facilitating improvements to corporate performance measures in line with Executive direction and strategic priorities, working with Finance Business Partners and the Leadership Team, to build understanding and capability and promote a performance culture.
12. Information gathering, benchmarking, training and development activities to build personal and team knowledge base on best practice corporate performance measurement and reporting.
13. Consider and develop continuous improvement ways of working.
14. Performance Management – decisions over what action is needed to manage interdependencies between related performance work streams and maintain progress with improving performance measurement and reporting corporately. Finance implications of wasted time/resources due to slippage in one area constraining progress in others.
15. Performance Measurement & Reporting – decisions on whether measures are sufficiently robust and meaningful, addressed directly with Finance Business Partners, Leadership Team or Directors as appropriate. Financial implications if volumetric performance is out of alignment with financial forecasts, leading to unforeseen variances.
16. Performance Communications – decisions on best routes to follow to achieve desired enhancements to external website and 'Plans & Performance' area of the corporate intranet, thereby not wasting own/others resources.
17. Prioritisation of Demand – decisions on the sequencing of developments to our performance reporting in conjunction with key stakeholders taking into account the performance framework and business needs, and the scheduling of ad hoc / urgent requests for performance data.
18. Stakeholder Engagement – decisions on prioritisation of support based on areas of greatest need / business risk across directorates; informs appropriate allocation of personal

People Leadership / Team Leadership – where the role has direct or matrix reports.

- Responsibility for working with and influencing an extended team of corporate and directorate colleagues responsible for performance measurement and reporting.
- Working with Business Improvement colleagues to balance performance reporting needs with system and resource capabilities.
- Providing challenge, guidance and support for Finance Business Partners, Leadership Team and Operational Managers and their teams to improve the quality and strategic alignment of their performance measures.
- Representing the Business Planning and Performance Management Team in relevant forums, to ensure understanding of the performance framework, its requirements and clarity on the BP&PM team offer and role

Key contacts and relationships:

- Communication is largely internally focused relating to managing the team strategically and operationally alongside managing key stakeholder relationships.
- Flexible approach to work, willing to play a full role in ensuring the success of the team.

Knowledge and Experience

Essential

- Knowledge of performance measurement fundamentals, through an accredited source, and experience of application in practice in order to understand and implement performance measure development activity.
- Knowledge of project management fundamentals, through an accredited source, and experience of application in practice in order to manage work scheduling and performance framework implementation.
- Experience of planning at a corporate or business level – to understand how priorities and plans translate to KPIs and outputs.
- Experience of working in a corporate cross-business role with multiple stakeholders.
- An effective and confident communicator.
- Prioritisation, co-ordination and time management skills required to manage multiple stakeholder interactions on a broad range of performance related topics often to demanding deadlines.

Desirable

- Degree level or equivalent in Business Studies or a management related discipline – firm grounding in management fundamentals needed to apply in context when dealing with the breadth of corporate, functional and product-based performance measures and MI requirements.
- Extensive planning experience in CITB or in similar organisations to CITB.
- Operational knowledge of other business disciplines in order to resolve issues that have an impact beyond own professional discipline.
- Working knowledge of corporate reporting systems (currently using Unicom Cognos Finance software), with intermediate / advanced level skills in corporate systems and core MS Office products.

Behavioural competencies:

- Works Collaboratively – Level 2
- Drives for Results – Level 3
- Innovation, Change & Agility – Level 2
- Communicating with impact – Level 3
- Effective decision making – Level 2

Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- Periodic travel to engage with colleagues in support of developing performance measures.
- Irregular hours during peaks of activity in line with reporting cycles.