

## JOB DESCRIPTION

**Job title:** Performance Improvement Manager

**Reports to:** Property Services Manager

**Line Management:** None

### Job summary

The Performance Improvement Manager is an integral and important role within the Property Services Department.

Driving contractors' performance through contract review meetings and management of open orders is a key aspect of the role; taking the lead in identifying areas for improvement in line with our KPIs and customer satisfaction.

Develop and implement performance improvement plans to address areas of poor performance and increase customer satisfaction.

Leads the variation process and is required to be financially competent and able to carry out financial audits and provide reports to the Property Services Manager to ensure Haig are attaining value for money from our network of contractors.

Leading the Property Services complaint responses and procedures is a key area of the role, ensure our complaint process is customer focussed with response targets being met in line with Haig's complaint policy, liaise with relevant stakeholders to ensure remedial action in our response is completed. Improvements to our complaint process must be identified and new processes implemented.

Provide regular update and KPI reports in relation to service performance such as open orders, commitment report, variation report, customer satisfaction etc.

### Person Specification

	ESSENTIAL	DESIRABLE
<b>Qualifications / Education</b>		
Minimum of five years' experience in a similar role		X
IT literate in Microsoft Office and Outlook	X	
<b>Knowledge, Skills &amp; Experience</b>		
Excellent time management and organisation skills	X	
Experience in managing complaints and challenging situations	X	
Customer focused, good communicator with excellent problem-solving skills	X	
Evidence of delivering value for money		X
Evidence of managing risk efficiently and understanding how to manage the Trust priorities based on risk.	X	
Proven knowledge and experience in managing day to day repair requests and managing variations	X	
The ability to work collaboratively with internal and external stakeholders to ensure delivery of high standard services	X	
Articulate in both written and verbal communication	X	
Experience in dealing with tenants and contractors	X	
<b>Personal Qualities</b>		
Dynamic, flexible and innovative, leads change using best practice from other sectors	X	
Team player who works efficiently with other stakeholders	X	
Self-motivated, unafraid to challenge and be challenged, lives organisational values	X	
Able to build relationships, trust & credibility with diverse audiences	X	
A problem solver, with clear evidence of a proactive, collaborative & agile mind-set	X	
Comply with responsibilities regarding safeguarding & training	X	
Clear identification with charitable purpose and tireless working for beneficiaries		X