

# PROGRAMME AND PERFORMANCE ANALYST

RECRUITMENT PACK





# HELLO...

**Lewisham Homes is a not-for-profit housing provider established by the London Borough of Lewisham. We manage 19,000 homes on behalf of the council, operate our own maintenance company, and invest in the local community. We are also a key delivery partner in the Mayor of Lewisham's new homes programme which aims to deliver 1,000 new social homes by 2022.**

In an inner London borough, where diversity is a defining characteristic and a key strength, we are committed to being an inclusive organisation, engaging with and empowering our staff, residents and other stakeholders. We recognise the impact that a secure, quality home has on life chances and we work in partnership with Lewisham Council and other partners to build and invest in safe, attractive and sustainable neighbourhoods.

As a major local employer with over 500 staff, we are proud to hold the Investors in People Gold Standard. We're passionate and proud of developing our staff, delivering excellent customer experiences and growing our business to shape a great future. To do this, we need innovative thinkers, who lead each project with energy and excitement. If you share our ambition, we hope you'll consider joining us.

## A MESSAGE FROM THE CEO

**Thank you for expressing an interest in joining the team at Lewisham Homes.**

It's an exciting time to be joining us. We work in a vibrant and thriving borough, with a rapidly expanding population, but we face an acute shortage of housing, and high levels of inequality. We are committed to working with Lewisham Council to increase the supply of much needed new social homes. With a new Director of Development in place, we are looking to expand the Development team to facilitate this and as such, we need people who share our passion to tackle the housing crisis and our ambition to build 'thriving communities and places people are proud to call home'.

If you have a demonstrable track record of delivering new homes, and you can bring energy and fresh

thinking in order to drive forward an ambitious building programme we want to hear from you. You will have a collaborative approach that creates a positive can-do culture. This is an exciting opportunity to play a key role in our new build programme that will help shape the future of our borough.

For an informal discussion about the role please contact our recruitment partners Ocean Edge Executive Search on 023 8000 1153.

**Margaret Dodwell**  
CEO  
Lewisham Homes

**Working in partnership with Ocean Edge Executive Search [www.oceanedge.biz/lewisham](http://www.oceanedge.biz/lewisham)**

# OUR MISSION

To provide safe, quality homes, deliver efficient services and enhance life chances.

## Our ambitions are:



## Our values are:



# PROGRAMME AND PERFORMANCE ANALYST

**Salary: £52,089**

**Based: Catford, London SE6 4RU**

**Reports to: Director of Development and Development Heads of Service**

**Direct Reports: None**

Our development team is charged with identifying and delivering new high quality housing across Lewisham.

We are currently delivering a live programme of around 400 units through planning, procurement and onsite, and we have a commitment to the council to deliver at least 1,000 new social rent homes by 2022.

We are looking for a Programme and Performance Analyst to monitor our development programme to ensure documentation is in place for all schemes. You will take the lead in monitoring scheme progress, timelines and project milestones to ensure projects meet key performance KPIs.

## Main purpose of the role:

- To report programme performance KPI's in a variety of formats for a range of audiences.
- Collaborate with the development team and central performance team to collect, collate, scope and define processes through the creation of a standard set of performance and project management documentation.
- To lead and coordinate the procurement plan and processes and reports for the team
- Assist with the implementation of business systems to support the Development programme.
- Carry out routine and complex detailed project financial viability appraisals.
- Monitor budgets and spend on project cashflow, and maintain good financial records.
- To lead the departmental business planning process.
- Lead the departmental audit and risk requirements.
- Lead market research analysis for potential development opportunities.
- Research good practice and latest best practice for development.

## Main responsibilities:

- Monitor, manage and review the development programme with project leads.
- Take responsibility for the submission of GLA / Council reporting.
- Work across the team to ensure operational data input, checklist and documentation in place for all schemes.
- Monitor scheme progress, timelines and project milestones.
- Take responsibility for team risk register and assessments.
- Lead the procurement and administration on behalf of the development directorate in conjunction with project leads.
- To determine, monitor and review programme and project risks, actions, issues and dependencies.
- Carry out internal research analysis of local values, amenities, comparables for all potential projects.
- Managing systems to report on progress to external funders, Regeneration and Investment Committee, and finance and tenant services departments.
- To lead the research and data analysis for the production of team development and business plan.
- Take responsibility for the drafting of the team business plan.
- Carry out complex and routine financial appraisal for all schemes with project leads.
- Carry out project programming on MS Project with project leads.
- Carry out data analysis of programme milestones, costs, values etc.
- Carry out scheme audits against GLA requirements.
- Maintain knowledge of the capital funding guide and other Government policy documents.
- Assist in the preparation of bid documentation if required.
- Implement reporting tools.
- Provide accurate and timely performance indicators and reports to monitor programme performance as well as providing property related information to other teams when requested.
- Provide reporting on development KPI performance.
- Represent Lewisham Homes and liaise with other organisations including the Council, GLA, funders, stakeholders where necessary.

## Business & Personal Development

- Approach activities with a positive can-do attitude, demonstrating real ownership of issues and delivering on commitments.
- Approach challenging targets with an open mind.
- Act as a role model and ambassador for Lewisham Homes values and culture.
- Proactively pursue continuous development of personal skills through internal and external learning.
- Build and maintain an in-depth knowledge of the sector, competitors and drivers both locally and in the UK.
- Help build the profile of Lewisham Homes within the sector.

## Health & Safety

- The postholder is required to comply with all Health & Safety at work policies, procedures and guidelines, which form part of this job description. The postholder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other manager.
- Ensure that health and safety and healthy working conditions are promoted across all projects, operating within the appropriate regulations, with effective oversight of the management of health and safety from on-site contractors and developers.

## Safeguarding

- LH is committed to safeguarding and promoting the welfare of vulnerable adults. Safe recruitment of staff is central to this commitment, and LH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults.
- All staff working with Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at LH.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.

# PERSON SPECIFICATION

## Programme and Performance Analyst

This details the key competencies (knowledge, skills and abilities) required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role. You should therefore address these areas fully in your application.

### Safety first

- Doesn't walk by a potential safety hazard – reports it or takes action appropriately
- Ensures own actions doesn't put themselves and others at risk
- Learns from incidents and "near-misses"
- Demonstrates personal responsibility for safety of themselves and customers/colleagues
- Raises safe-guarding concerns using the appropriate channels
- Takes responsibility for own safety and creating a safe working environment.

### Excelling with customers

- Is helpful to residents/customers thinking about their situation and what they might do to assist them
- Recognises the impact they can make on residents/customers and strives to be constructive.
- Shows empathy for residents/customers. Is inclusive, respectful and values the diversity of our residents/customers.
- Adapts working style to meet the diverse needs of our residents/customers
- Manages their own emotional behaviour, ensuring they remain "in the black" under pressure.

### Collaborative with colleagues/partners

- Works positively and helpfully with colleagues and partners (not just in their team)
- Acts a trusted colleague, can be relied on to contribute
- Is inclusive, respectful and values diversity
- Manages their own emotional behaviour, ensuring they remain "in the black" under pressure
- Is considerate of how their actions impact others and their work

### Takes responsibility for delivering

- Takes responsibility for own actions, strives to deliver an excellent service to a high standard.
- Is professional.
- Delivers to commitments – does what they say they will do.
- Talks positively about the organisation, commits to its vision and mission in their work.
- Takes pride in their work.
- Takes direction from their leaders
- Prepared to take the initiative when operating alone and shows a 'can do' attitude under pressure.
- Plans their work to meet objectives.
- Works with honesty and integrity.
- Delivers Value for Money – considers cost, time and value in their actions
- Actively tries to help others solve their problems, thinking about solutions which help solve the issue.
- Delivers in accordance with policy/procedures and statutory obligations
- Makes decisions within their power to make.

## Learns and innovates

- Flexible in attitude and approach: is willing to adapt approach and work practices in light of LH business requirements and feedback.
- Is aware of personal strengths and weaknesses, seeks out ways to work to strengths and develop weaknesses.
- Listens openly to feedback– seeking to learn and striving to be the best they can be
- Tries to improve service and personal standards; challenges work practices looking for better, more efficient solutions.
- Remains constructive even when under pressure and living through change; is positive and not cynical.

## Communicates effectively

- Listens to others when they speak, is respectful.
- Considers the best form of communicating to others
- Structures information and responses clearly and concisely.
- Asks questions of others to understand the situation/problem
- Keeps residents and colleagues informed of actions and next steps (prefacing, time-speak and foreshadowing).
- Consistently uses a Positive First Response
- When writing to residents/colleagues uses organised customer friendly writing (titles, bullets, tables).
- Ensures response addresses questions/points raised.
- Uses concise and easy-to-understand language (avoids big words and needless sentences).

## Experience

- Proficient user of MS Project, experience of using CRM and workflow systems.
- IT skills – Word, Excel and Access from intermediate to advanced level.
- Problem solving abilities and strong analytical skills.
- Strong spreadsheets and programming skills.
- Ability to prepare and design bespoke analysis, reports and dashboards.
- Experience of performance reporting to a variety of audiences in varying formats.
- Programme management experience, ideally within residential development
- Very strong report writing and research skills.
- Experience of affordable housing development processes from inception to handover.
- Proven experience of financial viability modelling using Pamwin / Proval or bespoke financial modelling software.
- Understanding of commercial viability and development challenges and constraints.
- Knowledge and experience of working within the public procurement requirements.
- Experience and knowledge of the GLA requirements including an understanding of GLA scheme documentation and GLA funding requirements.
- Proven project management skills including personal time management, audience communication and task co-ordination.
- Experience in financial planning and monitoring.
- Experience of working within residential development in a similar role.
- Good communication and team working
- The ability to work productively within a team environment and own initiative
- Collaborative and solution focused approach.
- Excellent project management skills.
- Excellent organisational skills.

## To apply

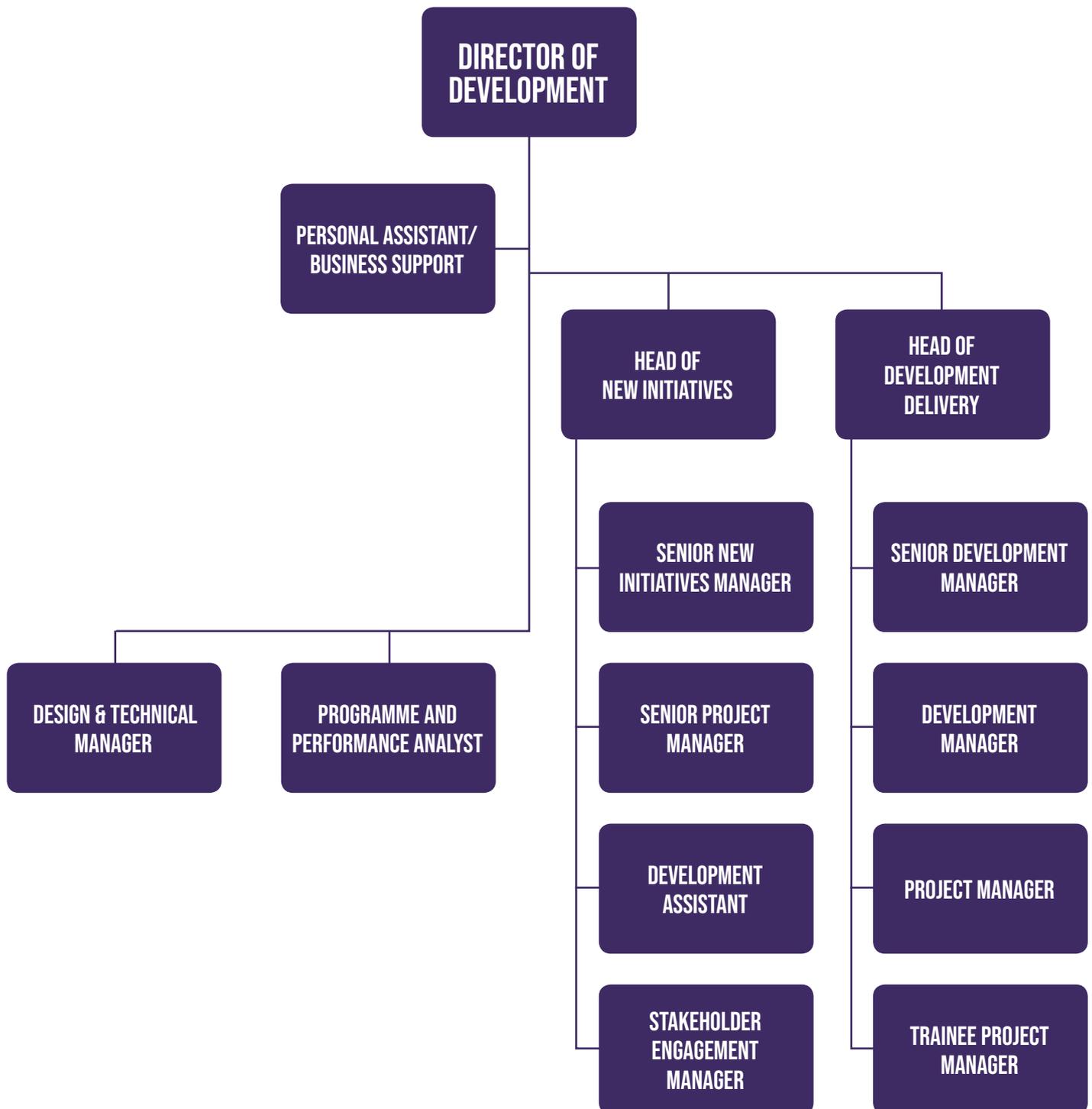
Please email your CV to our recruitment partners Ocean Edge, email: [jobs@oceanedge.biz](mailto:jobs@oceanedge.biz)

**Closing date is Friday 24 May, 2019.**

Interviews will be held on 31st May or 7th June, 2019.

If you would like an informal discussion about this opportunity please get in touch with the Ocean Edge team on 023 8000 1153 or email [philipfoster@oceanedge.biz](mailto:philipfoster@oceanedge.biz)

# DEVELOPMENT STRUCTURE



# REWARDS AND BENEFITS

As you help shape a brighter future for Lewisham, you will be recognised and rewarded for your achievements with highly competitive pay, generous benefits and flexible working arrangements to match your priorities and commitments.

## **Pension**

The Local Government Pension Scheme provides a flexible and portable plan that will help you put money aside to provide you with an income when you reach retirement.

## **Interest-free season ticket loan**

To help you get to and from work we can lend you the cost of a season ticket – interest free – and deduct it from your salary over the next 12 months.

## **We also offer:**

- Generous annual holiday, starting at 26 days a year
- Interest-free bike or computer loans
- Discounts through our partners for redecorating your home
- Discounts at local shops and cafes
- Social events and activities throughout the year



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# TO APPLY

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**OCEAN EDGE**  
EXECUTIVE SEARCH

