



KPI Reporting Manager

Department:	Performance, Data & Analytics
Location:	89 Albert Embankment
Reports to:	Performance, Data & Analytics Manager

Summary

The role of the KPI Reporting Manager is to lead on the provision of performance analysis while working closely with the Corporate Services directorate, and other business units, to provide strategic liaison between them and the Performance, Data & Analytics team.

The role encompasses providing guidance for continuous improvement of Performance reporting and KPI's at Marie Curie. Using your in-depth understanding of performance measurement, you will also be able to clarify and advise regarding suitable metrics and methods for reporting corporate performance.

The Performance, Data & Analytics (PD&A) department govern data architecture and management at Marie Curie and provide business intelligence functionality, performance monitoring and dynamic insights to the organisation.

Key relationships

- Performance, Data and Analytics Manager
- Director of IT
- Director of Finance
- Head of Strategy & Change Delivery
- Executive Directors and Directors
- Senior Corporate Services stakeholders
- Senior Caring Services stakeholders
- Performance, Data & Analytics department

Accountabilities

Lead and deliver a robust Performance Reporting Framework

- Consult with stakeholders to define, document and have formally agreed suitable performance indicators, measurements and targets
- Lead on providing internal and external performance and KPI reports to key organisational stakeholders to monthly, quarterly and annual schedules
- Provide performance information to support the annual report, website marketing and other publications
- Contribute to the analysis of organisational data; gaining insights that can drive performance improvements and support effective management and decision making
- Support managers and wider stakeholders in their use and interpretation of data and guide the effective use of data
- Promote a culture of data literacy, where the value of good data quality is understood and effectively used
- current reporting and data quality constraints
- Manage the development of a robust framework for the continual monitoring and improvement of performance information
- Build, document and improve a robust data retrieval process for all reports
- Ensure data is validated to ensure accuracy. This is notably pertinent for yearend account reports and reports consumed by the executive and the Board

Build strong relationships across Corporate Services and drive performance management through monitoring, negotiation and persuasion

- Participate in management team meetings across Corporate Services, and other directorates. to guide colleagues to make information led decisions
- Ensure performance measurement business needs are well understood, prioritised and met by the Performance, Data & Analytics Team

Communicate across business functions and translate requirements and challenges

- Understand the organisation's wider objectives and strategies in order to align measurements to priority areas
- Understand the services provided by the Performance, Data & Analytics Team and other data providers, and engage with these services to meet performance measurement needs
- Build and maintain strong relationships with colleagues and nurture accountability for data owners, highlighting the benefits of data driven decisions and insights

Drive continuous improvement of data quality

- Support directorates to address challenges with data strategy, governance and quality
- Contribute to the development of robust processes that monitoring and improve data quality

Skills and Experience

Criteria	Essential	Desirable	How assessed
Skills/Abilities	<ul style="list-style-type: none"> • Ability to define KPIs that meet stated needs and are practical to obtain • Creative minded with advanced data analysis skills • Good understanding of how data and insight drive performance and decisions • Strong stakeholder management and influencing skills • Able to communicate across business functions, using negotiation and persuasion skills to drive a clear agenda • Ability to translate technical challenges for non-technical stakeholders • Ability to organise own workload and work to tight deadlines • Comfortable in a matrix management environment reporting progress to multiple senior stakeholders • Ability to both develop and work within set guidelines and systems • Flexible, responsible, reliable and able to work without supervision • Ability to develop and maintain effective relationships with colleagues and others • Attention to detail • Willing to work as part of a team to achieve common goals 	<ul style="list-style-type: none"> • Ability to use data visualisation tools such as SSRS or Power BI 	<ul style="list-style-type: none"> • Application • References • Interview

	<ul style="list-style-type: none"> • Advanced Excel skills • Good level of Microsoft office skills 		
Knowledge	<ul style="list-style-type: none"> • A demonstrable understanding of the production and role of data analysis in a business environment 		<ul style="list-style-type: none"> • Application • Interview
Qualifications, training, and education	<ul style="list-style-type: none"> • Educated to degree level or qualified by experience 		<ul style="list-style-type: none"> • Application • References • Interview
Experience	<ul style="list-style-type: none"> • 3 years' experience in a performance monitoring role • 2 years' experience of leading and influencing delivery across business functions/project management in a complex environment 	<ul style="list-style-type: none"> • Experience of working within data management teams • Experience of Agile environments 	<ul style="list-style-type: none"> • Application • Interview • References

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).
- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.

Job Title **KPI Reporting Manager**

Salary scale	MCJES F
Contract	3 months contract with a scope to extend to 3 more
Salary allowance	£39,034- £40,000 (Including London Living Allowance)
Annual leave entitlement	25 days per year (pro-rata) + Bank holidays
Notice period	2 weeks
Working hours	35 hours per week
Probationary period	2 Weeks

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems