



Job Description and Employee Specification

Job title:	Operations Performance Management Officer	Location:	Packers Leaze
Reports to:	Operations Performance Manager	Working hours:	37 per week
Job number:		Salary grade:	G
Supervises:	None		
Job Summary	<p>The Performance Management Officer is responsible for developing, implementing, and maintaining performance management systems that support the strategic objectives of the organisation.</p> <p>This role ensures that performance metrics are effectively tracked, analysed, and communicated to drive continuous improvement across departments.</p> <p>The postholder will work closely with leadership and staff to embed a culture of accountability, excellence, and results-driven performance. This role requires a data-savvy, people-focused professional who can translate performance insights into actionable improvements.</p>		
Main purpose of the job:	<ul style="list-style-type: none"> • Supports the Operations Performance Manager into the day-to-day operation of the Performance Management department • Assists in improving performance and standards to achieve the agreed business objectives • Acts as the central repository for data aggregation from various internal and external sources, clients and contractors 		
Key duties and responsibilities:	<p>This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.</p> <p>This is what we need you to do:</p> <p>Reporting</p> <ul style="list-style-type: none"> • Prepare dashboards and reports at regular agreed intervals such as Senior Management team, operational teams, key stakeholders and Board Members • Ensure compatibility and accessibility of data sets • Ensure that data errors are promptly identified and rectified • Promote openness and transparency through the production of reports and dashboards in an accurate, current, and reliable way • Respond to ad-hoc requests related to the area of expertise, applying effective time management to prioritise and deliver outcomes efficiently. • Exercise sound judgment to objectively assess situations and make informed decisions that balance the needs of all stakeholders, operating with minimal supervision and limited direction 		



	<p>Performance Framework Development</p> <ul style="list-style-type: none"> Assist the Operations Performance Manager in designing and maintaining the performance management systems, including KPIs, and monitoring and appraisal tools <p>Monitor & Evaluation</p> <ul style="list-style-type: none"> Track performance metrics across departments/contracts, analyse trends, and provide insights to leadership for strategic decision-making Interpret and find solutions to ambiguous and partial information Track and evaluate process performance to ensure the consistent delivery of value and alignment with organisational objective <p>Training & Support</p> <ul style="list-style-type: none"> Provide support for new datasets creation and architecture whilst providing a clear path of data inputs and outputs Provide technical expertise, advice and direction Create and maintain documentation including requirements, design, and user manuals Supervise, provide mentoring and on the-job training to multiple teams involved in the change process <p>Continuous Improvement</p> <ul style="list-style-type: none"> Conduct thorough analysis of current-state ("As-is") models, evaluate and contrast them with proposed future-state ("To-be") designs, and identify the critical changes required to transition effectively toward the improved solution. Recommend enhancements to performance processes based on feedback, benchmarking exercises, and other evolving business needs Design and implement new key performance indicators (KPIs) that align with Ubico's long term strategic goals and Business Plan objectives, ensuring measurable outcomes that support continuous improvement and decision-making. Undertake any other responsibilities or training that may be requested by the Operations Performance Manager, as appropriate to the level of the role. <p>All employees of Ubico are also expected to:</p> <ul style="list-style-type: none"> Work to add value to, and be a valued member of, the team and to be valued by customers. Comply with the organisation's health and safety policies and safe systems of working. Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation. <p>Be committed to and demonstrate the values of the organisation which are to:</p> <ul style="list-style-type: none"> Deliver quality – what we do, we do well. Be safe – look out for yourself and others. Do the right thing – make good decisions and treat people with respect. Care for our environment – protect where we live and work. Strive to be cleaner and greener. Work together – communicate well and help each other. <p>Qualifications</p>
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<p>Essential requirements - qualifications, skills, abilities, knowledge and experience:</p>	<ul style="list-style-type: none"> • ILM Level 3 or above in Team Leading or Supervisor • Minimum of a college-level qualification (e.g., A level or AS level or equivalent) in a numerate discipline such as Mathematics, Economics, Finance, Statistics, Engineering, or a related field. • Full Driving Licence • IOSH Managing Safely certificate or recognised equivalent • Experience in office environment / similar or related role • Experience of managing a team <p>Skills and abilities</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills, ability to exchange orally and present complex and contentious information. • Extensive experience in stakeholder engagement at all levels and a keen attention to detail • Proven experience in a similar role • Strong analytical skills with ability to interpret complex datasets • Ability to handle and process large amounts of data with particular attention to accuracy, data security, and confidentiality • Effective time management skills • Ability to prioritise and meet tight deadlines; ability to deliver results in high pressure situations • Experience in performance management, organisational development, or strategic planning over long term • Proficiency in Microsoft Excel (pivot tables, formulas, charts) and other data tools (e.g., Power BI, Looker Data Studio, Google Sheets, or SQL is a bonus). • Excellent presentational skills • Strong leadership skills – ability to coach, mentor and train individuals 	
<p>Desirable requirements - qualifications, skills, abilities and experience:</p>	<ul style="list-style-type: none"> • Mental Health First Aid certification • Demonstrates empathy and sound judgment, with a sincere commitment to supporting others and a proactive approach to driving mental health and wellbeing initiatives across Ubico 	
<p>Special conditions:</p>	<ul style="list-style-type: none"> • There may be a requirement to work at other locations to meet the needs of the business • Expected to work reasonable additional hours in line with the needs of the service • You will need use of a car for work purposes. 	
<p>Date created:</p>	<p>20/08/2025</p>	
<p>Date reviewed:</p>		
<p>Created/reviewed by:</p>	<p>Name: Gabriel Cinca</p>	<p>Job title: Operation Performance Manager</p>

