

Customer Insight and Performance Manager	Housing and Property Services
Reporting to: Head of Assets & Maintenance	Responsible for: Tenancy and Compliance Officer
Hours of work – 35 hours per week Monday – Friday (flexi time)	Salary £40,107.05 - £43,955.73 inclusive of car allowance (depending on experience)
This is a business-critical role responsible for strengthening the organisation's oversight of performance, insight, regulatory compliance, business systems improvement, and assurance reporting to Board. The postholder will provide operational insight, monitor compliance against statutory and regulatory duties, identify risks and improvement opportunities, streamline internal processes, and support the effective delivery of Housing and Property Services.	
The Role	
This role will work under the direction of the Head of Assets & Maintenance and be responsible for: Performance, Insight & Regulatory Compliance • Develop and maintain a clear performance and insight framework for Housing and Property Services. • Ensure services comply with relevant statutory, regulatory, contractual, and internal governance requirements. • Use data and evidence to identify trends, risks, service pressures, and opportunities for improvement. Regulatory Compliance and Assurance Oversee arrangements for monitoring and reporting compliance with relevant statutory and regulatory requirements, including governance expectations, consumer standards, tenancy-related obligations, property-related compliance, and internal policies. Business Systems, Data & Digital Improvement • Work collaboratively with partners, suppliers, and internal teams to resolve system issues, support development, and enhance functionality. • Improve business systems, data quality, reporting processes, and workflows across repairs, invoicing, compliance, and service delivery. • Support the introduction of new systems and technologies through testing, training, process mapping, and user engagement. • Lead and contribute to business improvement projects that simplify processes, strengthen controls, and improve service outcomes. Performance Reporting & Insight • Compile, analyse, and oversee performance reports for Board, LT, and operational teams. • Ensure data accuracy and insight-driven reporting across compliance, service performance, customer outcomes, risk, and improvement activity. • Prepare Board-level papers, briefing notes, dashboards, and exception reports when required.	

- Lead and coordinate reporting for Consumer Standards, regulatory assurance, internal reviews, and external audits.
- Lead the analysis of customer complaints and feedback, translating insights into actionable recommendations that improve customer experience, service delivery, and organisational performance

Contract & Partner Compliance

- Monitor compliance with contractual, regulatory, and service standards, holding regular meetings with contractors and partners to review performance.
- Track KPIs and SLAs, escalating issues where necessary and ensuring agreed actions are completed.
- Build strong working relationships that support accountability, continuous improvement, and effective service delivery.

People & Apprentice Support

- Provide line management to the Compliance Officer and mentoring support to apprentices.
- Support workforce planning, training, and capability building.
- Promote a positive team culture and collaborative working.

Communication & Engagement

- Support internal communications relating to the role
- Engage with tenants, contractors, and stakeholders where performance, compliance, or service improvement issues require clarification and support the wider team in communications.

Business Assurance, Risk & Improvement

- Manage risk in accordance with company policy and provide timely performance and assurance reporting.
- Identify areas of operational, compliance, and systems risk and propose mitigation and improvement actions.
- Promote a culture of continuous learning, improvement, and accountability.
- Provide tenant data insight to support strategic decision making and service improvement.

All roles are expected to role model CHA core values and demonstrate Value for Money and empathy with the social aims of the organisation.

The diverse nature of the Association's current and potential activities requires flexibility from all members of the staff team. This profile cannot therefore ever be an exhaustive list and the postholder may be required to take on additional responsibilities commensurate with the post as the business requires.

Person Specification

Skills/Experience	Qualifications
Essential: • Strong understanding of statutory and regulatory compliance requirements and the ability to ensure the organisation meets and maintains required standards. • Confident in analysing performance and compliance data, interpreting trends, and producing clear, evidence-based insight reports for Senior Management and the Board. • Effective communicator able to influence, challenge, and build strong relationships with contractors, colleagues, and partners. • Experience of working in a busy, ever-changing environment • Skills in relation to data interrogation and analysis to produce reports and deliver business improvements • Experience of problem solving and continuous improvement • Experience of developing new relationships and leading on new business areas.	Essential: Educated to degree level with at least 2 years' experience of working in a senior role. Evidence of continued professional development in performance management, compliance, data analysis, business systems, or service improvement.
Desirable: • A firm understanding of best practice in customer service, procurement and value for money. • Experience in the provision of excellent customer engagement and communications • Knowledge and experience of property management processes	Desirable: A recognised qualification or training in compliance, performance management, data analysis, project management, business improvement, or housing regulation, such as: • Housing, governance, or regulatory compliance training • Data analysis, performance management, or business intelligence training • Project management, systems improvement, or process improvement qualification Knowledge of social housing regulation, consumer standards, performance frameworks, and assurance reporting. Evidence of continued professional development

Personal Qualities

- A dynamic individual with a clear understanding of the needs of a small social business
- Positive attitude, flexible with the ability to develop new skills and quickly adapt to change
- Organised, motivated and proactive in bringing new ideas to the table.
- Performance focused and does what it takes to get the right outcome.
- An enthusiasm to bring the best out in people, demonstrating drive and resilience and thrives in a fast paced, changing, and at times pressured environment.
- Team focused and confident with peers, stakeholders and customers, credible and able to forge lasting relationships and represent CHA with external organisations
- Understanding of and commitment to:
 - CHA values
 - Equality, Diversity and Inclusion and
 - the long-term success of CHA