



JOB DESCRIPTION

Post: **Director of Performance**

Responsible to: CEO

Hours per week: Part time (28 hours) to full time (36 hours) flexibility is available, in addition to working flexibly in part at home, however contact across the organisation is essential and so there is a requirement to be on site for a minimum of three days per week.

Salary: **£65,000**

Jimmy's Cambridge

At Jimmy's Cambridge we have a thirty-year history of providing accommodation and 24/7 wrap around support to the city's most vulnerable people. We work across the city at multiple sites, including our assessment centre, complex needs hostel, move on houses and modular homes. Our residents come first, always. We learn, develop and grow, expanding our experience and knowledge through qualifications, training and development, including research and collaboration with others. We have no issue in challenging the status quo and we will speak out against poor practice and policy making when it comes to individuals experiencing homelessness. We are courageous in our approach.

We recruit based on people, as much as we meet people who need us, where they are, likewise our staff come to us as individuals. We recruit for values, not for lengthy CVs written with the help of AI!

Our values are at the heart of everything we do:

- Treating people with **respect**
 - **Accepting** people as they are
 - Believing in **opportunities for everyone**
 - Behaving with **integrity**
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Overall purpose of the job

The Director of Performance will hold the organisation and its staff to account for providing exceptional service and gold standard accommodation to our residents. The post holder will line manage the Head of services, Head of Finance and People, Head of Fundraising, Communications and Communities and the Operations Manager, holding them to account for

delivery of business and service plans, effective and efficient running of portfolios and functions, high levels of Return on Investment (ROI), stakeholder satisfaction, regulatory compliance and commissioner and contract delivery. The post holder will utilise data, evidence and insights to assess performance and assure the CEO that Jimmy's Cambridge is run effectively and efficiently for the benefit of our residents.

Working Hours

The working hours for this post are 36 (or a minimum of 28 for part time) hours per week flexibly within the working week - Monday to Friday. The post holder may on occasions be required to work some hours flexibly to meet the needs of the organisation.

We are a family friendly employer, and can accommodate school drop off / collections. How you choose to work your 36 hours a week is largely down to you.

Role Purpose

The Director of Performance is responsible for ensuring Jimmy's Cambridge consistently delivers exceptional services, gold-standard accommodation and outstanding outcomes for residents.

As the organisation's senior performance and delivery executive, the postholder will provide strategic and operational leadership across services, finance, people, fundraising, communications, governance and estates.

The postholder will create a culture of accountability, continuous improvement and evidence-led decision making. Through rigorous performance management, organisational insight and executive leadership, they will assure the CEO and Board that Jimmy's Cambridge is operating effectively, efficiently, safely and sustainably.

This role exists to ensure that every function of the organisation demonstrably contributes to resident wellbeing, excellent accommodation standards, financial sustainability and organisational impact.

The Director of Performance acts as deputy to the CEO and may represent the organisation externally and internally in the CEO's absence.

Key Responsibilities

1. Executive Leadership and Organisational Performance

- Contribute to the overall organisational leadership and shifting the culture of the organisation towards regulatory compliance, the discipline of performance and tangible, quantifiable outcomes.
- Translate strategic priorities into measurable business and service delivery plans.
- Ensure all departments operate with clear objectives, KPIs and accountability frameworks.
- Establish and maintain an organisation-wide performance management framework.
- Monitor and challenge organisational performance to ensure delivery against strategic objectives.
- Drive operational excellence and foster a high-performance, psychologically safe culture.

- Deputise for the CEO across leadership responsibilities where required.
- Lead strategic projects and organisational change programmes.

2. Resident Experience, Service Quality and Accommodation Standards

- Hold services to account for delivering exceptional resident experience and outcomes.
- Ensure accommodation provision reflects best practice, safety, dignity and trauma-informed principles.
- Oversee quality assurance systems across all accommodation and support services.
- Drive the professionalisation of the establishment of mechanisms for resident voice and co-production.
- Drive continuous improvement informed by resident feedback, complaints, compliments and outcome data.
- Ensure services remain person-centred and outcomes-focused.

3. Performance Management and Insight

- Develop organisational dashboards covering:
 - Resident outcomes
 - Accommodation quality
 - Financial performance
 - Workforce performance
 - Fundraising ROI
 - Contract delivery
 - Compliance indicators
 - Stakeholder satisfaction
- Ensure decisions are informed by data, evidence and insight.
- Lead organisational performance reviews, auditing and improvement planning.
- Introduce benchmarking and external performance comparison.

4. Strategic Oversight of Services

Head of Services

- Ensure delivery of safe, compliant and effective support services.
- Monitor resident outcomes and quality standards.
- Ensure service models reflect current best practice.
- Foster a culture of accountability and responsibility and continuous service improvement.
- Effectively establish a strong culture of performance management at individual level.

Head of Finance and People

- Ensure financial sustainability and robust financial controls.
- Drive workforce planning and organisational capability.
- Oversee productivity, workforce metrics and organisational effectiveness.
- Establish ROI on extensive training, learning and development offer.

Head of Fundraising, Communications and Communities

- Drive fundraising performance and ROI.
- Ensure strong brand reputation and stakeholder engagement.
- Oversee community participation and supporter experience.

- Ensure robust overhaul of internal and external communications processes and policies.

Operations Manger

- Ensure strategic initiatives are delivered effectively and evaluated.
- Oversee robust estate management, maintenance planning and responsiveness
- Ensure regulatory compliance – Awabb’s Law / Decent Homes 2 – going over and above the current requirements for our sector
- Oversee the compliance with the Supported Housing Act 2023 Licensing Requirements

5. Financial Stewardship and Value for Money

- Oversee financial performance and organisational efficiency.
- Ensure resources are allocated to maximise resident benefit.
- Develop systems for evaluating social value and return on investment.
- Support annual budget setting and forecasting.
- Monitor productivity and cost effectiveness.

6. Governance, Risk and Compliance

- Ensure compliance with legal, regulatory and contractual requirements.
- Maintain robust internal controls and assurance mechanisms.
- Oversee organisational risk management.
- Support governance reporting to Board and committees.
- Ensure commissioner and contract obligations are met.

7. Partnerships, Stakeholder and Commissioner Relationships

- Build trusted relationships with commissioners, funders and strategic partners.
- Represent Jimmy’s externally.
- Ensure high stakeholder confidence and organisational credibility.
- Support business development and growth opportunities.

8. People Leadership and Culture

- Lead and develop senior leaders.
- Create a culture of accountability, ownership and continuous improvement.
- Ensure effective succession and talent development.
- Model organisational values and behaviours.

Corporate Responsibilities

- Promote equality, diversity, inclusion and belonging.
- Uphold safeguarding responsibilities.
- Act in accordance with charity governance requirements.
- Promote health, safety and wellbeing.
- Champion resident dignity and trauma-informed practice.

Person Specification

Essential Experience

Executive Leadership

- Significant senior leadership experience within a complex service-led organisation holding a performance portfolio.
- Experience operating at Director, Deputy CEO or equivalent level.
- Experience leading multiple functional portfolios through senior managers.

Performance and Delivery

- Proven experience designing and embedding organisational performance frameworks.
- Demonstrable success improving organisational effectiveness and delivery.
- Experience using data, insight and evidence to drive decisions.

Service and Operational Leadership

- Experience leading services with measurable customer or resident outcomes.
- Experience managing quality assurance and continuous improvement systems.
- Experience of balancing strategic and operational leadership.

Finance and Commercial

- Experience overseeing financial performance and budget accountability.
- Evidence of improving efficiency and value for money.
- Understanding of return on investment and social value approaches.

Governance and Compliance

- Experience of risk management and assurance.
- Experience reporting to Boards or governing bodies.
- Understanding of regulatory and contractual environments.

Leadership

- Experience managing senior leaders and developing leadership capability.
- Evidence of leading organisational change.
- Strong experience of effectively dealing with individual and team performance issues.

Essential Knowledge

- Organisational performance management methodologies.
- Governance and charity sector accountability.
- Quality assurance frameworks.
- Data analytics and performance reporting.
- Strategic planning and execution.
- Workforce and organisational development.
- Financial and commercial principles.
- Safeguarding and trauma-informed approaches.

Essential Skills

Strategic

- Exceptional strategic thinking and judgement.
- Ability to translate vision into measurable delivery.

Analytical

- Strong data literacy and performance analysis capability.
- Ability to interpret complex information and identify improvement opportunities.

Leadership

- Strong influencing and coaching capability.
- Ability to hold senior leaders to account constructively.

Communication

- Outstanding written and verbal communication.
- Ability to present confidently to Board, funders and external stakeholders.

Delivery

- Strong programme and change management skills.
- Ability to manage competing priorities.

Essential Personal Attributes

- High integrity and credibility.
- Resident-centred decision making.
- Courage to challenge constructively.
- Commercially and operationally minded.
- Curious, reflective and improvement-oriented.
- Resilient and calm under pressure.
- Collaborative and emotionally intelligent.
- Values driven and outcomes focused.

Desirable

- Experience within homelessness, housing, supported accommodation, social care or health. While this is desirable, a strong performance track record and experience of robust operational management is the most important element to the person specification.
- Professional qualification / registration in leadership, finance, governance, programme delivery or performance.
- Experience of commissioner funded services.
- Experience of fundraising oversight.
- Knowledge of impact measurement and social value frameworks.

Indicative First-Year Priorities

First 90 Days

- Review and drive the improvement of service and portfolio delivery plans, completing a baseline review across all portfolios and setting out key recommendations.
- Establish organisational performance dashboard.
- Align leadership objectives and KPIs.

Months 4–8

- Implement quality and accountability framework.
- Introduce ROI and impact measurement approach.
- Strengthen governance reporting.

Months 9–12

- Deliver measurable improvements in resident outcomes, stakeholder satisfaction and organisational efficiency.
- Produce annual organisational performance report to CEO and Board.