

Job Title:	Governance and Performance Manager
Department:	CEO Office
Location:	London, UK
Reports to:	Chief Executive Officer
Line Management:	Governance & Performance Officer
Contract Type:	Permanent, Full Time
Grade:	4
Safeguarding:	Muslim Aid has a zero-tolerance approach to Sexual Exploitation and Abuse (SEA) and all forms of safeguarding related misconduct, consistent with international standards including the UN Secretary General's Bulletin (ST/SGB/2003/13) and IASC PSEA principles. We are committed to the safeguarding and protection of children and vulnerable people across all aspects of our work. To prevent the recruitment of individuals with a history of SEA or safeguarding misconduct, all posts are subject to pre-employment vetting. This includes criminal records disclosure, a DBS check for UK-based candidates, or an equivalent criminal record check for candidates residing outside the United Kingdom, alongside reference checks that specifically address safeguarding and PSEA conduct. By applying for this position, candidates confirm their understanding of and commitment to Muslim Aid's safeguarding standards and accept that appointment is conditional upon satisfactory completion of all required checks.

JOB PURPOSE

The Governance & Performance Manager ensures effective organisational governance, performance oversight, and alignment between strategy and delivery.

The postholder is responsible for leading the coordination of governance processes, Board and Committee cycles, organisational performance frameworks, strategic project management and executive reporting. The role ensures that organisational priorities are translated into clear plans, supported by strong metrics and KPIs, tracked effectively, and reported with accuracy, insight, and consistency.

Working closely with the CEO and Leadership Team, the role strengthens accountability and enables data-driven decision-making through high-quality performance reporting and analysis.

A key focus of the role is to develop and embed an integrated business planning and performance management framework, ensuring alignment between departmental KPIs, strategic objectives, and organisational outcomes.

The Governance and Performance Manager owns design, judgement, quality assurance and insight, whereas the Governance and Performance Officer owns coordination, tracking, records, follow-up and administrative support.

DELIVERABLES

1. Governance and Board Management	
Deliverables	- Lead the planning and coordination of Board and Committee cycles, including forward planning, agendas, papers, and meeting schedules. - Review Board and Committee papers to ensure they meet with agreed governance standards. - Oversee Board and Committee minute-taking, action tracking, and follow-up to ensure effective implementation of decisions.

	• Maintain governance documentation, including Trustee records, policies and organisational registers, and ensure appropriate access and sharing of relevant information with Board and Executive. • Maintain an overview of all MA policies and procedures – including status and review dates. Work with the Leadership Team to ensure that these policies are updated according to agreed timelines, and Committee and Board agendas incorporate policy review /approval on schedule. • Strengthen governance processes, ensuring clarity, consistency, and effectiveness across all governance forums. • Support the CEO and Chair with effective communications with and between trustees • Ensure Board and Committee papers, minutes and actions are shared with appropriate internal stakeholders • Support Trustee and Committee member onboarding processes in coordination with the relevant governance forums, ensuring timely provision of induction materials, records and engagement information. • Ensure that trustee visits to programme countries and trustee participation in strategic events/meetings are planned and supported appropriately, and that agreed follow up takes place.
2. Executive Reporting and Insight	
Deliverables	• Develop high-quality, insight-driven performance reports for the CEO, Leadership Team and Board. • Ensure reporting, including on organisational performance, clearly reflects progress against KPIs, strategic objectives, and organisational priorities. • Provide analysis, trends, and actionable recommendations to support leadership decision-making. • Strengthen the consistency, quality, and usefulness of reporting across departments. • Summarise complex information and present clear, evidence-based insights for senior stakeholders. • Provide strategic intelligence and external benchmarking across the Muslim charity and wider non-profit sectors, including relevant funding, regulatory and sector developments, to inform CEO, Leadership Team and Board decision-making.
3. Organisational Performance, Planning and Delivery	
Deliverables	• Lead the design, implementation and continuous improvement of the organisation's performance framework, including Muslim Aid's annual/quarterly business planning and reporting mechanism, ensuring the framework connects strategy, delivery, budget, activities and risk in a coherent and accountable structure. • Ensure alignment between strategy, departmental objectives and operational delivery, with progress against strategic priorities and organisational plans tracked through clear metrics and performance indicators. • Oversee corporate performance reporting, including organisational KPIs, dashboards and performance scorecards for the Leadership Team and Board, ensuring reporting is accurate, timely and focused on progress, priorities and potential challenges. • Coordinate inputs across the LT (under guidance from the Chief Operating Officer who holds accountability for the organisational risk register) to ensure the risk register is updated as required, so that strategic risks, mitigations and movements are captured and escalated appropriately. • Analyse performance data, organisational metrics and risk information to identify trends, gaps, risks and opportunities, providing clear recommendations and facilitating planning sessions, reviews and organisational learning to strengthen effectiveness, accountability and alignment in collaboration with the CEO and Leadership Team. • Lead the monitoring and evaluation of strategy effectiveness, testing strategic assumptions and identifying gaps between intended outcomes and actual results.
4. Strategic project planning and delivery	
Deliverables	• Develop consistent project planning tools, templates and business case processes, including clear go/no-go review and approval arrangements, for strategic/cross organisational projects • Lead the development, approval, coordination and oversight of cross-organisational projects that support strategic priorities, governance, performance and operational effectiveness.

- Work with Leadership Team members and departmental leads to define project objectives, roles, responsibilities, deliverables and accountability arrangements.
- Monitor progress against agreed project plans, identifying risks, delays, dependencies and resource issues, and escalating matters where appropriate.
- Integrate strategic project updates into organisational performance reporting, Board and Committee reports, and executive oversight processes where relevant.
- Facilitate project meetings, reviews, action tracking, documentation, lessons learned and colleague support to strengthen delivery discipline and continuous improvement.

5. Annual Report and Organisational Reporting

Deliverables

- Lead the planning, coordination and development of the organisation's annual report, ensuring alignment with strategic priorities, performance data and organisational achievements as well as the timelines of external auditors, trustees and statutory requirements.
- Work with departments to gather, validate, and consolidate inputs for the annual report.
- Ensure the annual report is clear, attractive and compelling as well as meeting statutory reporting requirements
- Support the development of other organisational reports and publications as required.

PERSON SPECIFICATION

Criteria	E / D	Assessment
QUALIFICATIONS		
Degree or equivalent experience in business, management, public administration, or related field	Essential	Application
EXPERIENCE & KNOWLEDGE		
Significant experience in supporting Trustees and Leadership in organisational governance	Essential	Application and Interview
Significant experience in performance management and organisational reporting	Essential	Application and Interview
Experience coordinating complex organisational initiatives or projects	Essential	Interview
Experience in the non-profit sector, preferably in an international NGO	Desirable	Interview
SKILLS & ABILITIES		
Strong organisational, planning, and coordination skills	Essential	Application and Interview
Excellent written communication and report writing skills	Essential	Application and Interview
Ability to summarise complex information and present clear, actionable recommendations	Essential	Application and Interview
Strong stakeholder management and influencing skills	Essential	Application and Interview
High emotional intelligence, with the ability to influence and coordinate without direct authority	Essential	Application and Interview
Ability to manage competing priorities and work under pressure	Essential	Application and Interview
High attention to detail and accuracy	Essential	Application and Interview
COMMITMENTS & VALUES		
Commitment to Muslim Aid's mission, vision and values	Essential	Interview
Commitment to equality of opportunity and diversity	Essential	Interview
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	Interview

Commitment to continuous professional development	Essential	Interview
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CORE COMPETENCIES

Competency	Definition
Team Working	Co-operates with and respects colleagues; goes above and beyond individual efforts to support team outcomes.
Communication	Listens actively, expresses ideas clearly and communicates information effectively in written and verbal forms.
Performance Management	Delivers organisational objectives through effective setting of SMART personal and team goals; holds self and others accountable.
Results Focused	Gets the job done efficiently through effective time, task and financial management; monitors and adjusts to achieve targets.
Leadership	Inspires, supports and develops others to achieve outstanding performance; models Muslim Aid's values in all interactions.
Innovation & Improvement	Constantly seeks to improve how work is done through analysis, creativity, problem-solving and proactive change initiatives.

Muslim Aid is committed to the safeguarding and protection of children and vulnerable adults. All posts are subject to the relevant level of background check. Muslim Aid is an equal opportunities employer.