

**Job Title**: Performance & Reporting Manager

**Department:** Environment Programme Delivery Office (EPDO)

**Reports to:** Head of EPDO

**Direct Reports:** None

**Location:** Activity-based Onsite

**Contract Type:** Permanent

**Grade:** 5

**Main purpose of the job**

The EPDO Performance and Reporting (P&R) Manager is responsible for driving performance monitoring, reporting, and continuous improvement, across the Environment Programme Delivery Office (EPDO) portfolio. This key role will develop and maintain a single source of truth (SSOT) dashboard that will provide oversight to all, as well as support programme / project managers to track key performance indicators (KPIs), and provide actionable insights. This role will strive to enable data-driven decision-making and alignment to strategic objectives. The position also supports governance, assurance, and risk management, by facilitating transparent reporting, stakeholder engagement, and continuous enhancement of programme and project performance. Through collaboration with project managers, senior leaders, and external stakeholders, the role strengthens programme delivery, enhances operational efficiency, and promotes best practices in performance management.

**Responsibilities**

**Specific**

**Performance Monitoring & Analysis**

* Develop and maintain dashboards to provide accurate programme and project insights from a SSOT.
* Support project managers to track key performance indicators (KPIs) and analyse data to ensure alignment with objectives.
* Conduct project performance reviews that enable programme and project managers to make data-driven decisions.
* Support the coordination of baseline data development in collaboration with programme managers for planning, cost estimation, capacity management.

#### ****Reporting & Communication****

* Provide performance reports and updates to stakeholders, ensuring transparency and informed decision-making.
* Share best practices and champion programme and project management methodologies.
* Develop case studies and reports for audits, governance, and leadership updates.
* Ensure reporting tools and dashboards align with organisational standards.

#### ****Process Improvement****

* Enhance reporting processes, tools, and templates for greater efficiency and accuracy.
* Support consistent data collection and supply chain schedule assessments.
* Contribute to the Corporate and EPDO project management practices.

#### ****Risk & Issue Management****

* Support programme and project managers to accurately track and escalate risks and issues in collaboration with the Risk and Assurance Manager to provide EPDO oversight.

#### ****Stakeholder Management****

* Foster relationships with internal and external stakeholders, in particular programme and project managers and programme sponsors.
* Support clear communication of key performance metrics, changes, and action plans.

#### ****Governance & Assurance****

* Ensure adherence to governance, compliance, and assurance standards.
* Align programme delivery with strategic business objectives and track key milestones.

**General**

* Act in line with the behaviours and values of the organisation
* Manage your own performance to be accountable for meeting individual, team and corporate objectives
* Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* Actively demonstrate the Coal Authority’s customer service standards expected of your role
* Follow and contribute to the improvement of operational and team processes and procedures
* Assist with the preparation and delivery of the team’s objectives, budgets and financial records
* Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money
* Maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives
* Support research and development projects
* Ensure that the Authority’s statutory responsibilities are effectively discharged
* Carry out any further reasonable requests from your line manager

**Person specification**

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| **Job Title: Performance and Reporting Manager** **Department:** Environment Programme Delivery Office (EPDO) |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | A degree in business analytics, data science, or information management, **or** related discipline, **and / or** equivalent experience. | Professional certification in project or programme management (e.g., PRINCE2, MSP, APM, PMP) is desirable.Membership of a relevant professional body (e.g., APM, PMI, IEMA, or similar).Training or certification in data analysis, performance management, or business intelligence tools would be an advantage. |
| **Experience and Knowledge** | Experience in developing, maintaining, and analysing dashboards and reporting mechanisms.Experience with internal stakeholder engagement and management at multiple levels.Demonstrated experience undertaking project performance reviews or similar to enable efficiencies and ensure projects remain on track.Proven ability to extract and visualise data to support decision making. | Experience working with public sector organisations or regulatory bodies.Experience supporting the implementation of digital transformation initiatives in reporting and performance management.Experience with sustainability reporting and environmental impact assessment frameworks.Expertise in generating reports and extracting data in MS Project.Experience working with large-scale data sets and extracting actionable insights to support a single source of truth (SSOT). |
| Skills and Abilities | Strong analytical skills with the ability to interpret complex data sets and present clear, concise insights. Strong skills in one or more of the following: Excel, Power BI, SQL, or Python. Knowledge of project performance measurement to demonstrate key performance indicators are being met, or something similar. | Familiarity with environmental programme delivery frameworks and sustainability metrics.Understanding of financial planning, budgeting, and cost management principles in programme delivery.Knowledge of Agile methodologies in a project/programme management setting.Knowledge of benefits realisation frameworks.Familiarity with project management principles, tools, and methodologies (e.g., lifecycle management, risk management, issue tracking, resource planning).Understanding of governance, risk, and compliance processes within a programme or project setting. |
| Personal Attributes | Excellent communication and stakeholder engagement skills, with the ability to present data effectively to technical and non-technical audiences.High level of attention to detail and accuracy in reporting.Strong problem-solving and critical-thinking abilities.Ability to work independently and collaboratively within a multi-disciplinary team.Proactive and adaptable, with a commitment to continuous improvement and innovation.Strong organisational and time management skills, with the ability to re-prioritise and manage multiple tasks to meet deadlines. |  |