

Director of Performance and Analytics

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.



What will you do

We are seeking a dynamic and experienced Director of Performance and Analytics to lead and enhance the delivery of high-quality, cost-effective support services for individuals with learning disabilities across England. Reporting to the Executive Director of Personal Support England, this role combines strategic leadership, performance oversight, data-driven decision-making, and innovation to ensure excellence in service delivery and operational efficiency.

The Director will also line-manage a Data Analyst, act as the IT lead for Personal Support Services England and play a key role in preparing and presenting reports to the Executive Team and the Board of Trustees.

What you will bring

Your key responsibilities will be:

- Operational Performance & Service Delivery
- Financial Management & Efficiency
- Commercial Planning
- Innovation and Digital Transformation
- IT Leadership
- Data Strategy and Governance
- Leadership and Collaboration
- Values-Driven Leadership

Your experience

- Proven senior leadership experience in the health/social care sector, ideally within learning disability or personal support services.
- Strong financial management skills, with experience overseeing large budgets, forecasting, improving financial performance.
- Demonstrated success in negotiating contracts and fees with commissioners or purchasers in a regulated service environment.
- A track record of driving performance improvement/efficiency initiatives while maintaining service quality.
- Expertise in data strategy, analytics, and governance, with experience in preparing and presenting reports to senior stakeholders.
- Knowledge of digital transformation & assistive technology/experience leading technology-driven service improvements.
- Strong leadership, people management skills, ability to develop/motivate diverse teams.
- Excellent communication/stakeholder management skills, experience working with external partners/regulators.
- A deep understanding of the needs and challenges faced by individuals with learning disabilities.



More information about this role

You will be able to demonstrate:

- Oversee the performance of all Personal Support Services across England.
- Lead financial management and forecasting.
- Execute a commercial plan for commissioned services.
- Integrate digital tools and technologies into service delivery.
- Serve as the IT lead for Personal Support.
- Act as the Data Owner for Personal Support England, implementing a comprehensive data strategy.
- Provide strategic leadership and direction to service leaders, managers, and the Data Analyst.
- Actively promote the organisation's core values: passionate, inclusive, brave, positive, and kind.

What will mencap give you

Benefits include:

- Holiday: 24 days holiday (plus bank holidays) increasing with long service, plus the ability to buy up to another 10 days via our HolidayPlus scheme
- Sick Pay: Service related sick pay after completing a 6-month probation period.
- Pension plan: Eligibility to join the Mencap Pension Plan, with Mencap matching contributions up to 5% on a salary sacrifice basis.
- Loans: Access to loans for debt consolidation, bikes, computers and phones after six months of service, as well as interest-free season ticket loans.
- Discounts and Cashback: Ranging from 3% to 30% at high street shops, including major supermarkets, cinemas, gyms, leisure/theme parks, holidays and more through Mencap Extras.

And much more.....

How to apply

Please apply with an up to date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information please contact our Recruitment team on 01733 246699.

Mencap's values and how they apply to this role



We are **PASSIONATE** about making the world a better place

You will have a genuine passion for changing the lives of young people and supporting their transition into work.



We are **INCLUSIVE** of everyone

You will advocate for inclusion in the workplace and be a positive role model for learners.



We are **BRAVE** we challenge and try new things

You will encourage learners to try new things and step out of their comfort zone, being brave when faced with challenges.



We are **POSITIVE** in our work and with each other

You will highlight and celebrate how unique each learner is. You will positively approach their journey to employment.



We are **KIND** to everyone

You will be kind, supportive and encouraging to everyone you interact with.