**Senior Head of Performance Planning, Insight and Continuous Improvement**

**About us**

The National Lottery Community Fund is the largest community funder in the UK - we’re proud to award money raised by players of [The National Lottery](https://www.national-lottery.co.uk) to communities across the UK. Last year alone we gave out over half a billion pounds (£508.5 million) of National Lottery funding to over 11,000 community projects across the UK, enabling even more people and communities to bring their ideas and ambitions to life. We support a wide range of health, educational, environmental, and charitable projects with grants ranging from as little as £500 to multi-million-pound programmes. 86% of our new grants were for less than £10k.

People understand what’s needed in their communities better than anyone. We listen, collaborate and fund so that good things happen.

When people are in the lead, communities thrive.

At the heart of everything we do is the belief that when people are in the lead, communities thrive. National Lottery funding is open to everyone and we’re privileged to be able to work with the smallest of grassroots groups right up to large UK-wide charities. We have changed how we work across the Fund to help us serve people and communities more effectively, working flexibly and on their terms; working closer to communities.

**How the fund is structured?**

We are a distributor of National Lottery funding, established as a non-departmental public body by an Act of Parliament. The Chief Executive, as Accounting Officer, is accountable to the Department for Digital, Culture, Media and Sport for the Fund's overall performance, whilst high level policy directions are set by each of the four UK nations.

The National Lottery Community Fund has a board which is responsible for setting the Fund’s long-term strategy and key policies and making sure that it’s run in an effective and efficient way.

It delegates the day-to-day running of the organisation to the chief executive and her senior management team of directors who are responsible for delivering the strategy and policies set by the board. Funding committees operate in each country and are responsible for setting the local funding strategy to support the Strategic Framework and local policy direction and context and for approving significant and larger grants.

Our work is divided into four portfolios, covering funding across England, Northern Ireland, England and Wales, and the UK as a whole.  We have approximately 850 colleagues located across the four nations of the UK.

**Our name**

In January 2019 the Big Lottery Fund became known as The National Lottery Community Fund. This new brand name clearly shows what we do and who we do it for, positioning us as part of The National Lottery family.

**Our strategic framework**

Our purpose is to support people and communities to thrive.

At heart of what we do is our Strategic Framework – People in the Lead – that has at its core the belief that when people are in the lead, communities thrive. People understand what’s needed in their communities better than anyone. We listen, collaborate and fund so that good things happen.

Our work is guided by the following principles:

* **For everyone** - Our funding is open to all communities whatever their starting point and we understand that some will need extra support.
* **The strengths people bring** - We start with what people can contribute, and the potential in their idea.
* **A catalyst for others** - We listen to, learn from, act on and facilitate the things that matter to people, communities and our partners.
* **Shared direction, diverse approaches** - We value the diversity of communities we work with across the UK, are consistent in the quality of opportunities we offer, and support people to tackle inequalities.
* **Confidence, not control** - We trust in people’s ability to make great things happen, believing that our funding should enable rather than control.
* **Simple processes, good judgments**- We use simple, proportionate processes which enable us to make good judgments.
* **Using resources well** - We make informed choices about the resources given to us by National.
* 26,988 the total number of projects funded in 2018/19. One in every local authority.
* Over 12,000 new projects = More than 1 new award every hour
* 86% of our new grants were for £10,000 or less

**Our England portfolio**

The National Lottery Community Fund manages 5 distinct funding portfolios: the UK portfolio, supporting work that spans the 4 countries, the Wales portfolio, The Scotland portfolio, The NI portfolio and the England portfolio.

Across its 5 portfolios, the National Lottery Community Fund commits over £500m every year. The England portfolio is by some measure the largest of the 5 portfolios with an annual commitment budget of over £400m.

The grant portfolio in England includes a small grant programme, for grants up to £10,000, a medium to large grant portfolio, for grants upwards of £10,000, and a portfolio of large, thematic investments. As part of our aim to support the sector as a whole, we are also actively supporting organisations to work in partnership and are looking to collaborate more with others ourselves.

As a generalist funder aiming to respond to what matters to communities we have, within our framework, the flexibility to fund a wide range of projects and organisations; we are present in almost all communities across

England and our funding supports communities to address almost all of what matters to them today.

As part of our transformation to work more closely to the communities we support, we have created 6 regional teams across England, run out of 6 regional offices: London, Birmingham, Newcastle, Manchester, Leeds and Exeter.

Team members are dispersed, based in their local communities. The regional teams are mainly responsible for awarding and managing our grants over £10,000, but, crucially, are also responsible for developing the local understanding and local connections that will enable us to ensure that our funding makes the most difference to people and communities.

Relationships are at the core of the way the regional teams work; relationships with applicants, grant holders, other funders, local decision-makers and other stakeholders and, of course, the local community.

Our local ways of working need to respond to the local context but also remain sufficiently consistent across our organisation – we are all part of the National Lottery Community Fund and our core goals and principles need to transpire in whatever we do, wherever we do it.

Across such a large portfolio with such a wide remit, we need to develop a more sophisticated understanding of what and where we fund, in what context, what difference we are making, what we are learning and what that means for what and how we fund going forward.  We also need to ensure we manage our resources as effectively as possible – it’s the combination of a relentless focus on operational excellence as well as the difference we make through our funding that will enable us to fully achieve our ambitions.

**Commitment to Equality, Diversity & Inclusion**

Equality, diversity and inclusion in our grant-making, and amongst our people, are all vital to our success in supporting people and communities to thrive.  We believe our people should represent the communities, organisations and individuals we work with.  We are committed to being an inclusive and great place to work, and recognise our people come from diverse backgrounds. We are a Disability Confident employer and positively welcome applications from disabled people.

About the role

This is an exciting opportunity to join the England Senior Management Team and support us to fully realise the potential of our strategic framework. This is a new role for the England Directorate with the following specific responsibilities:

* Performance and planning: further develop and implement our approach to operational management and planning by developing our capability and capacity to access all relevant information on a regular basis, analyse it and build it more explicitly into our decision-making:
  + Further strengthen our ability to access, on a regular basis, relevant operational data which will enable us to monitor our operational performance and take timely corrective action if so required
  + Further develop our resourcing model, deepening our understanding of how we can optimise the use of resources across our different funding streams, locations and functions
  + Further develop our planning processes to ensure we have, across England, a common understanding of our direction of travel and our priorities, relevant to all the teams and sufficiently agile given the volatile environment in which we operate
* Insight:

Further develop our approach to knowledge and learning, ensuring colleagues work cross-functionally to share best practice and insight and have the capacity and capability to incorporate learning in our grant-making, both at the strategic level and in our day-to-day

Further develop our ability to deepen our understanding of the external context in which we work, ensuring colleagues have access to relevant information and the capacity and capability to fully consider the implications on our grant-making, both at the strategic level and in our day-to-day

* Continuous improvement: take forward our effort and ability to work in an agile way, ensuring we are flexible and continue to improve in line with the insights we develop and feedback we receive both from customers and frontline staff

The aim of the role is to support us on our journey to become an organisation that is able to make informed choices about the resources given to us by National Lottery players: be it money, people or knowledge. Successful delivery on the ambitions of this role will require a nuanced balancing of an analytical approach on the one hand and a way of working that is driven by the aim of responding to what matters to communities on the other.

We’re looking for someone who is passionate about making a difference through our funding, with a deep understanding of the communities we serve. You will have experience of building and leading teams and driving a high-performance culture through your ability to coach, inspire, and empower people. Your ability to build and maintain excellent relationships with a range of senior level internal and external stakeholders will be second to none, and you will be a confident communicator, comfortable in all environments. You will demonstrate an ability work in an agile way, ensuring we are flexible and continue to improve in line with feedback and insights from customers and frontline staff.

We’re looking for someone who is passionate about making a difference through our funding. You will have experience of building and leading a team and driving a high-performance culture through your ability to coach, inspire, and empower people. Your ability to build and maintain excellent relationships with a range of stakeholders will be second to none, and you will be a confident communicator, comfortable in different environments. You will demonstrate an ability to work in an agile way, ensuring we are flexible and continue to improve in line with feedback and insights.

**About you**

As an experienced senior leader, you’ll have a passion for our purpose and an appreciation of our sector combined with a focus on delivery and operational excellent, an eye for improvement opportunities and outstanding interpersonal and communication skills. In addition to this you’ll need to demonstrate your experience and qualifications in these areas:

* Excellent analytical skills, with the ability to consider data and evidence, the ability to draw out implications of different options and make recommendations
* Critical thinking, with a natural inclination to challenge the status quo as and when required to drive improvement
* Experience in implementing effective performance management, planning, risk analysis and governance resulting in greater impact and efficiency
* Experience in budgeting and data analysis, as well as developing and delivering annual and longer-term strategic operating plans
* Excellent leadership capabilities, using your gravitas to enable and develop teams and motivate them to succeed
* Excellent analytical skills, with the ability to consider data and evidence, the ability to draw out implications of different options
* Introducing realistic core priorities and deliverables based on an understanding of the organisational as well as context
* Excellent communication skills, both written and verbal, with an ability to adapt to a wide variety of audiences
* Values-driven and passionate about the Fund’s purpose with experience and understanding of the environment we operate in and the communities we serve

**For you**

We seek to develop our staff and offer a wide range of personal development opportunities.

* Experience and understanding of the environment we operate in and the communities we serve
* Excellent leadership capabilities and highly developed people skills, using your gravitas to enable and develop the regional teams and motivate them to succeed. Introducing consistent and realistic core principles, priorities and deliverables based on an understanding of the organisational as well as local context
* Introducing consistent and realistic core principles, priorities and deliverables based on an understanding of the organisational as well as local context
* Good decision-making skills, considering evidence, analysis and personal experience to take and mitigate risk as appropriate
* Critical thinking, with a natural inclination to challenge the status quo as and when required to drive improvement
* Implementing effective performance management, planning, risk analysis and governance resulting in greater impact and efficiency
* Developing and enhancing relationships with senior stakeholders across sectors, representing the Fund externally
* Experience in budgeting and data analysis, as well as developing and delivering annual and longer-term strategic operating plans
* Values-driven and passionate about the Fund’s purpose

**How to apply**

The recruitment process is being undertaken by Inclusive Boards on behalf of The National Lottery Community Fund. If you wish to apply for this position, please supply the following:

* **A detailed CV setting out your career history, with responsibilities and achievements;**
* A covering letter (maximum two sides) highlighting your suitability for the role and how you meet the person specification.
* Please note that the covering letter is an important part of your application and will be assessed as part of your full application;
* Diversity monitoring form – your data will be stored separately from your application and will at no time be connected to you or your application.

If you would like to discuss this opportunity further, please contact Ros Hollinghurst or Elizabeth Oni-Iyiola on 0207 267 8369.

Please send your CV and cover letter to:

SHPPICI@inclusiveboards.co.uk

Closing Date: 5th April 2020