Performance & Delivery Manager

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Welcome Letter

Dear Applicant,

Thank you for your interest. Badger is a not-for-profit social enterprise and has been providing NHS GP out of hours and urgent primary care services in Birmingham and Solihull since 1996. Rated as 'Outstanding' by the Care Quality Commission (CQC) in March 2024, we have built a respected reputation throughout Birmingham and the surrounding areas.

Badger has a national profile as an organisation where excellent care, quality services, continuous improvement and innovation are at the heart of what we do. We know that the future brings new and significant challenges for healthcare providers with an increased focus on improving value. However, against this shifting delivery context, one thing remains a constant - our passion to provide care that people can trust.

We are proud that our organisation reflects the diversity of the population we serve and understand the benefits this brings to the quality of services. We warmly welcome applications from all irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

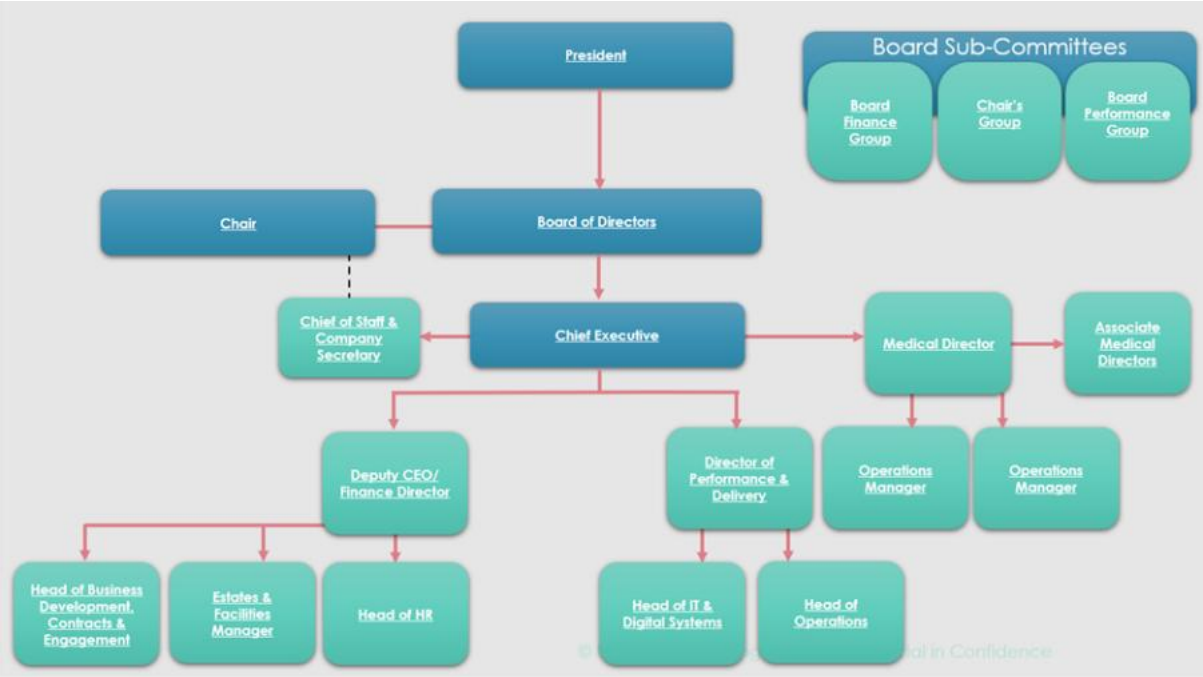
About Badger Group

Birmingham and District GP Emergency Room (Badger) Ltd is a not-for-profit social enterprise healthcare co-operative which includes, as part of its group of companies, Badger Medical Ltd, Badger Healthcare Ltd and Sett Support Partnership plc. It has an annual turnover of £13 million. consisting of Board Leadership; Clinical; Finance; Workforce & HR; Quality & Performance; Operations; IT and Business Development departments.

Badger was established in 1996 by local doctors who joined together to initially provide an improved out-of-hours service for their patients. Today Badger has opted-in GP members in 60+ practices and provides 24/7 message handling, urgent primary care and GP out of hours service to a patient base of 1.3 million. We run the Urgent Treatment Services at Solihull and Erdington Stockland Green, with face to face and 24/7 remote clinical assessment services operating from Bourne Road in Aston. Our head offices are at Glover Street, near the city centre. Badger was recognised with an 'Outstanding' rating following our Care Quality Commission (CQC) inspection in March 2024.

Organisational Structure and Governance

The Board consists of senior GPS across the Birmingham and Solihull. Dr Waqar Azmi OBE is the appointed Chief Executive. The Finance Department is led by the Deputy CEO, Shahana Khan OBE.



Badger's Vision, Values & Objectives

Vision

'Working in partnership to deliver care you can trust'

Values

Our 'SERQ' values are the engine of excellence, supporting and driving the ways we work to ensure quality care for our patients

Safety:	We believe in safety for all.
Efficiency:	We eliminate waste and delay for the benefit of our patients.
Respect:	We respect diversity in all its forms and treat everyone fairly.
Quality:	We deliver high quality services, where everyone is a quality controller.

Objectives

Our objectives have been synthesised into six priority actions for the next five years. To aid recall and embed these in our organisation, these are based on 'BADGER' as an acronym.

Build on what we do best
Achieve sustainability and growth
Develop new ways of working
Get our governance in gear
Excel as an employer
Resolve our risks

Advert – Performance & Delivery Manager

Salary:	£38,008.00 - £42,831.00 per annum
Hours:	37.5 hours per week
Contract:	Permanent (Full Time)
Location:	Glover Street, Birmingham

Company Benefits

- NHS Pension Scheme
- Cycle to work Scheme
- Free parking
- NHS Smartcard
- BHSF health Cash Plan – (access to preventative health services)

If you have any question or would like to have an informal chat about the role, kindly email the recruitment team on recruitment@badger.nhs.uk

How to Apply

If you would like to apply to join our dynamic team, please upload your Curriculum Vitae (CV) and Supporting Information (maximum 4 pages) which outlines why you meet the essential skills required for the job.

Please click here: https://talent.sage.hr/jobs/6fa55200-dfe7-4af7-a1ac-8b6c785dfeeb

Recruitment Timetable

Closing Date for applications: Thursday 4th June.
Interview Date: Week commencing ,22nd June.

Job Description – Performance & Delivery Manager

The Performance & Delivery Manager will support the Director of Performance & Delivery in the strategic and operational leadership of the Performance & Delivery Directorate, covering Performance, Operations and IT.

Given that performance, data and insight underpin the whole business, the post holder will contribute to— and, where appropriate, lead — cross-departmental projects and workstreams. They will take forward delegated programmes from the Director, supporting transformation and improvement initiatives.

In this role you will work as a deputy to the Director of Performance and Delivery. You will drive and deliver compliance activity across the business to achieve the required related standards, outcomes and the correct use of processes and systems to ensure full quality compliance meets and exceeds contractual obligations to the ICB, CQC and NHS England.

The post holder will provide direct line management to the Performance & Delivery team, ensuring clear objectives, effective workload management and high standards of performance. They will be responsible for supporting staff development, conducting regular supervision and appraisal, addressing performance issues where required, and fostering a positive, collaborative and improvement-focused team culture. The Performance & Delivery Manager will ensure the team has the capability, support and direction needed to meet organisational and directorate priorities.

Key Responsibilities and Accountabilities

1. Leadership of the Performance Function
    - Provide day-to-day leadership and coordination of the Performance team, ensuring high standards of accuracy, insight and delivery.
    - Lead the development and improvement of performance reporting frameworks, KPIs, dashboards and monitoring tools.
    - Ensure high-quality data assurance, governance and validation processes are in place.
    - Drive the use of performance information across the organisation to support decision-making, operational planning and quality improvement.
    - Lead the modernisation of performance reporting by introducing digital, automated and innovative solutions that enhance efficiency and provide real-time insight.
2. Directorate Support & Cross-Functional Working
    - Work collaboratively with Heads of Department to ensure performance insight and systems support operational effectiveness and digital delivery.
    - Support strategic and operational planning through provision of analysis, insight and performance intelligence.
    - Provide cross-functional coordination, joining up data, systems and operational processes to enable improved service delivery.
    - Work across departments to develop and embed digital tools and automated processes that support effective performance management and service delivery.
    - Contribute to business-wide workstreams that require performance, data or assurance input.
3. Performance, Quality & Compliance
    - Oversee compliance monitoring and evidence gathering required for contractual, regulatory and statutory bodies (e.g., NHS England, ICBs, CQC).

- Ensure organisational policies, processes and standards are followed and regularly reviewed.
- Produce high-quality performance, assurance and compliance reporting for senior leadership, committees and external stakeholders.
- Support the embedding of a culture of continuous improvement and high standards across the organisation.

4. Audit, Risk & Assurance
   - Lead the audit programme covering quality improvement audits, national/local audits and responsive audits arising from incidents.
   - Ensure audit outcomes translate into actionable improvement plans and monitor delivery to completion.
   - Work with colleagues to embed learning from events incidents and near-misses.
   - Support organisational risk management processes by providing analysis, evidence and assurance as required.
5. Programme & Project Support
   - Support the Director in delivering key strategic and operational programmes across the directorate.
   - Lead assigned projects and workstreams, ensuring progress, risk management, delivery and evaluation.
   - Provide data, insight, problem-solving and assurance support to cross-departmental projects.
   - Coordinate contributions to corporate or transformation programmes that require performance or assurance expertise.
   - Develop digital dashboards and analytical tools that provide clear oversight of programme, project and service activity.
6. Relationship Management & Communication
   - Build effective, collaborative relationships across the Directorate and wider organisation, and maintain strong, constructive partnerships with external stakeholders involved in quality and performance oversight, including ICBs, CQC and NHS England.
   - Present performance and improvement information clearly to colleagues at all levels, adapting style to audience.
   - Work closely with internal and external stakeholders to support compliance, reporting and assurance requirements.
   - Support the Director in preparing reports, business cases, committee papers and presentations.
   - Demonstrate and promote high standards of professionalism, conduct and organisational values in all interactions, setting a positive example for colleagues.
7. People Leadership & Culture
   - Provide day-to-day line management and development for Performance and Delivery team members.
   - Promote a culture of collaboration, accountability and high performance across the Directorate.
   - Support staff in developing skills in data interpretation, systems use and improvement methodologies.
   - Ensure the team maintains an appropriate understanding of relevant healthcare, regulatory and compliance frameworks, and support staff in applying this knowledge in their work.
   - Model the organisation's values and contribute to a positive, open and improvement-focused culture.

The job description may be subject to review.

This job description is not exhaustive, and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by Management.

Relationship to Other Roles

The Junior Data Analyst and Performance and Quality Officer will report to the Performance and Quality Manager. This post will also involve extensive liaison with Executive Team members and other departments within Badger Group.

Equality and Diversity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to work in line with Badger's values and show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression towards any colleagues, patients or partners.

Disclosure and Barring Service

This appointment will be subject to a criminal record check by the Disclosure and Barring Service.

Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

Person Specification – Performance & Delivery Manager

Criteria	Essential	Desirable
Education and Qualification	Degree or equivalent professional qualification in a relevant field (e.g., Health Management, Business, Data Analytics, Public Health). Evidence of continuous professional development relevant to performance, quality, or data management. Understanding of healthcare systems, NHS structures, and regulatory frameworks (CQC, ICBs, NHS England). Experience working with digital reporting tools and dashboards.	Project or programme management qualification (e.g. PRINCE2, MSP, PMP) Agile or service management certification (e.g. Scrum, SAFe, ITIL) Qualification or formal training in data, analytics, or performance measurement Advanced training or certification in data tools (e.g. Power BI, Tableau, SQL) Leadership or people management qualification
Experience	Proven experience in performance management, reporting, and delivery oversight within complex organisations, ideally in healthcare. Experience leading and developing teams, managing performance, and fostering a collaborative, improvement-focused culture.	Experience delivering digital or organisational change and transformation programmes Experience leading cross-departmental initiatives and managing multiple workstreams or portfolios

	Experience in data analysis, insight generation, and performance reporting to support decision-making. Experience in compliance, audit, or assurance aligned with statutory, regulatory, or contractual requirements. Experience in project/programme management, including planning, risk management, and delivery of transformation initiatives. Experience in stakeholder management, presenting performance and improvement information to senior leadership and external bodies. Experience of performance management using KPIs, SLAs	Experience working in complex or regulated environments Experience managing suppliers or third-party delivery partners Experience embedding performance insight and continuous improvement into operational processes
Knowledge, Skills and Abilities	Strong understanding of performance frameworks, KPIs, dashboards, and monitoring tools. Ability to interpret complex data and generate actionable insights to support evidence-based decisions. Knowledge of compliance, governance, and audit processes in healthcare. Project and programme management skills with ability to manage risks and deliver improvements. Leadership and people management skills, including staff development and fostering high-performance culture. Excellent communication and stakeholder engagement skills, able to present complex information effectively. Analytical, problem-solving, and decision-making capabilities.	Digital proficiency in reporting tools, automated dashboards, or business intelligence software. Ability to link performance data to organisational strategy and operational planning. Networking and influencing abilities to drive cross-departmental improvements. Understanding of change management principles Strategic planning and prioritisation skills
Other attributes	Professionalism, integrity, and ethical standards. Resilience, adaptability, and ability to manage competing priorities.	Innovative mindset with willingness to adopt new approaches or technologies.

	Attention to detail and commitment to accuracy in data, reporting, and compliance. Ability to work independently, take initiative, and collaborate effectively. Time management, organisational skills, and commitment to continuous improvement.	Influencing and negotiation skills to gain stakeholder buy-in. Positive, proactive approach fostering collaboration and high performance.
Other requirements	Eligibility to work in the UK. Flexibility to respond to changing priorities and organisational needs. Commitment to NHS values, patient safety, confidentiality, and data protection. Ability to comply with organisational policies, procedures, and statutory requirements.	Experience working across organisational boundaries Willingness to travel or work flexibly if required Awareness of emerging best practice in performance and delivery management Coaching or mentoring experience