



WE NEED YOU

WE'RE LOOKING FOR

Performance Business Partner

LOCATION:

London and travel to Field and Client offices

WORKING HOURS:

Monday – Friday 37.5 hours per week

SALARY/DAY RATE:

Up to £40k – 50k

OTHER BENEFITS:

Accelerator Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung/HP Discounts, Company Sick Pay.

CONTACT TYPE:

Permanent

REPORTING IN TO:

Performance and Planning Director

blue square.

WE'RE LOOKING FOR AN ANALYTICAL PERFORMANCE BUSINESS PARTNER

Our Performance Business Partner is core to driving performance across our services in line with our clients goals. You'll be responsible for recommending and interpreting reporting, analytics and insight to optimise performance of contractual service levels. Supported by the wider data and analytics team, you will use dashboards and analytics to partner with business unit and field leaders to optimise the performance of our services.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

ACTIONABLE INSIGHT

- Identify and consult on analytics requirements across your partner business unit(s).
- Present analysis and regular performance updates to client and internal stakeholders.
- Use reporting and analysis as well as client and field interaction to provide insight on client performance objectives and optimisation of the services.
- Translate insights into clear, actionable recommendations that drive business results.

PERFORMANCE MANAGEMENT

- Provide regular and ad hoc reporting to client and internal stakeholders, providing updates on progress and timelines as required.
- Oversee the development of Impact Index and internal benchmarking for all business units. Ensure the process as detailed in departmental SOPs is consistent across all campaigns.
- Foster culture of continuous improvement within client service and service delivery teams. Ensuring growth opportunities are identified and actionable insight used to optimise performance across service and account metrics.
- Ensure clients have full visibility of performance and impact metrics for services across the business unit. Providing commentary, context and additional analysis as required.

STAKEHOLDER PARTNERING

- Act as a trusted advisor to Business Unit management team and client contacts.
- Translate complex analytics into clear business solutions for stakeholders with varying levels of data fluency.
- Partner with stakeholders to anticipate future reporting and insight requirements
- Provide data-led recommendations to inform decision making.

PROJECT MANAGEMENT

- Project manage new reporting and analytics requirements across relevant teams and stakeholders.
- Provide advisory support in data collection requirements and tools ensuring consistency and best practice across other business units.
- Build strong relationships with key client and internal stakeholders to support in the development of new data and analytics requirements.

ACCOUNT PERFORMANCE

- Monitor account performance metrics including budget and forecast accuracy, client satisfaction, employee satisfaction and service quality.
- Provide updates on performance and actions for your business unit.
- Ensure fair and effective service levels are in place and on track with contractual performance requirements across all services.

**OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER**

- Proven track record of building effective relationships and influencing senior stakeholders across multiple markets.
- Confident communicator, able to present clearly to senior leadership and clients, including at board level.
- Commercially astute, with a track record of delivering growth opportunities across a multi-market programme.
- Ability to understand and communicate complex analysis to varied audiences.
- Ability to draw actionable insight from dashboards and analysis to inform market and programme decisions.
- Proficiency in Power BI preferred.
- Experience managing projects and reporting requirements across multiple stakeholders and markets.
- Strong analytical skills, with the ability to translate data into meaningful insights and actions across a pan-EMEA remit.

Central Support
Performance
Business
Partner

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

