



Data Quality & Performance Manager

Recruitment Pack

March 2026



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Welcome letter

March 2026

Dear Candidate

Data Quality & Performance Manager

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by 22nd March 26.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Governance Risk & Assurance Team

The Data Quality & Performance Manager is part of our Governance, Risk and Assurance Team.

This role will provide all levels of data across the business including KPI and other reporting, which will enhance understanding and inform operational decisions.

Working with our Data Intern and other Managers/Heads of Service you will play a key role in providing insight, reporting and recommend actions to enable the business to meet our corporate objectives and provide the best customer experience.



Job Description

Post Title:	Data Quality & Performance Manager
Reports to:	Head of Governance, Risk and Assurance
Responsible for:	Data Quality Officer
Grade:	Junior Manager

JOB PURPOSE

1. To embody our values of customer at the heart, appreciating difference, responsible and accountable, and empowering people.
2. To provide data assurance across the full range of performance measures.

PRINCIPAL ACCOUNTABILITIES

1. Adopt a coaching style, embodying our values, to support and motivate the team to deliver to the best of their ability and to seize opportunities to develop their full potential
2. Analyse and report on surveys commissioned to measure perception of Hexagon's services, providing recommendations for service improvement
3. Design and undertake surveys to assess the effectiveness of internal functions
4. Organise and facilitate workshops to gather qualitative data on service performance and improvement
5. Make annual and quarterly data submissions to Housemark on the full suite of indicators, and provide benchmarked data for key performance measures
6. Design and maintain a data assurance map and continuously improve the reliability of data
7. Produce reports and dashboards in a timely fashion for key decision-making audiences, including the Board, Committees and Leadership Team, identifying areas requiring remedial action.
8. Support colleagues to utilise performance management tools to monitor and take action to meet performance targets.

9. Attend meetings and prepare high-quality briefings, summaries and papers to a high standard for internal and external audiences .
10. Act always in accordance with Hexagon's published policies and procedures.
11. Maintain high standards of probity and confidentiality.
12. Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.
13. Carry out all other duties as may be reasonably be assigned.

Notes

All tasks within this job description may be carried out on behalf of Hexagon Housing Association, its subsidiaries, and any associated organisations.

This Job Description does not form part of the post holder's contract. This job description may be periodically reviewed to take account of changing demands. The post holder will be consulted before amendments to this job description are made.

Person Specification

Data Quality & Performance Manager

Skills Required	Level
Work Experience	Essential Successful track record in data analysis or business improvement. Experience of systems thinking. Experience of producing performance data. Experience of delivering results through teamwork Good understanding of research methods and statistical concepts
Skills/Knowledge/ Abilities	Essential An effective team player with good interpersonal skills Above average numerical and cognitive skills Able to analyse and interpret complex data and provide clear concise reports A good communicator with ability to challenge, influence and persuade others Excellent IT skills with ability to use a range of data analytical tools Excellent presentation skills Able to organise, prioritise and plan workload to meet deadlines and targets An awareness of the challenges facing housing associations and their residents
Personal Qualities	Organised and methodical with a 'can do' attitude Approachable and responsive

Acts with integrity, transparency and able to build high levels of trust

Empowers others through collaboration and encouraging ideas

Appreciates difference and treats all people with dignity and respect

Responsible, resilient, and able to work under pressure.

Qualifications

Relevant professional or degree level qualification

Evidence of continuous professional development

You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.

Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	<ul style="list-style-type: none"> Be polite Keep your promises Communicate updates regularly Listen and show empathy Be solution focused with a 'can do' attitude Ask and act on feedback from customers 	<ul style="list-style-type: none"> Seek to understand difference Treat people as individuals Be self-aware of own bias Be non-judgemental Be respectful 	<ul style="list-style-type: none"> Don't blame, just explain Don't pass the buck Acknowledge and follow up emails/queries within agreed times Keep calendar presence up to date Respect others' time 	<ul style="list-style-type: none"> Share skills and good practice Collaborate and work as a team Attend job/person centred training Be trusting and trustworthy Be constructive Ask for what you need to do your job
Managers	<ul style="list-style-type: none"> Embed the CATH principles Take ownership for customer experience Learn from customer feedback Listen and take action 	<ul style="list-style-type: none"> Be aware of individual staff traits Respect different ways of working Be flexible in setting objectives Be fair and equitable to all team members 	<ul style="list-style-type: none"> Listen to staff and explain when making changes Set intelligent SMART objectives Recognise achievements Be consistent Be results focused Put policies/procedures in place and make sure they are followed 	<ul style="list-style-type: none"> Promote ongoing learning for team members Set clear priorities and expectations Be supportive and flexible Step in with support when resolution is needed
Directors	<ul style="list-style-type: none"> Consider the impact of decisions on customers Be seen to be listening Be close to the 'frontline' Be strategic, seeing the bigger picture Guide change 	<ul style="list-style-type: none"> Be a champion and voice of diversity Be accessible and approachable Be fair in conflict resolution Set a positive performance management framework that recognises difference 	<ul style="list-style-type: none"> Set realistic but stretching objectives Be visible and interact with staff/residents Be honest and transparent Be open to constructive feedback 	<ul style="list-style-type: none"> Set clear direction and delegate Lead by example Get to know and value your people Provide recognition

Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Data Quality & Performance Manager

2. Remuneration

Salary £52,066 - £58,577 dependent on experience

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.

- Staff Excellence Awards.
- Social Events.

4. Annual Leave

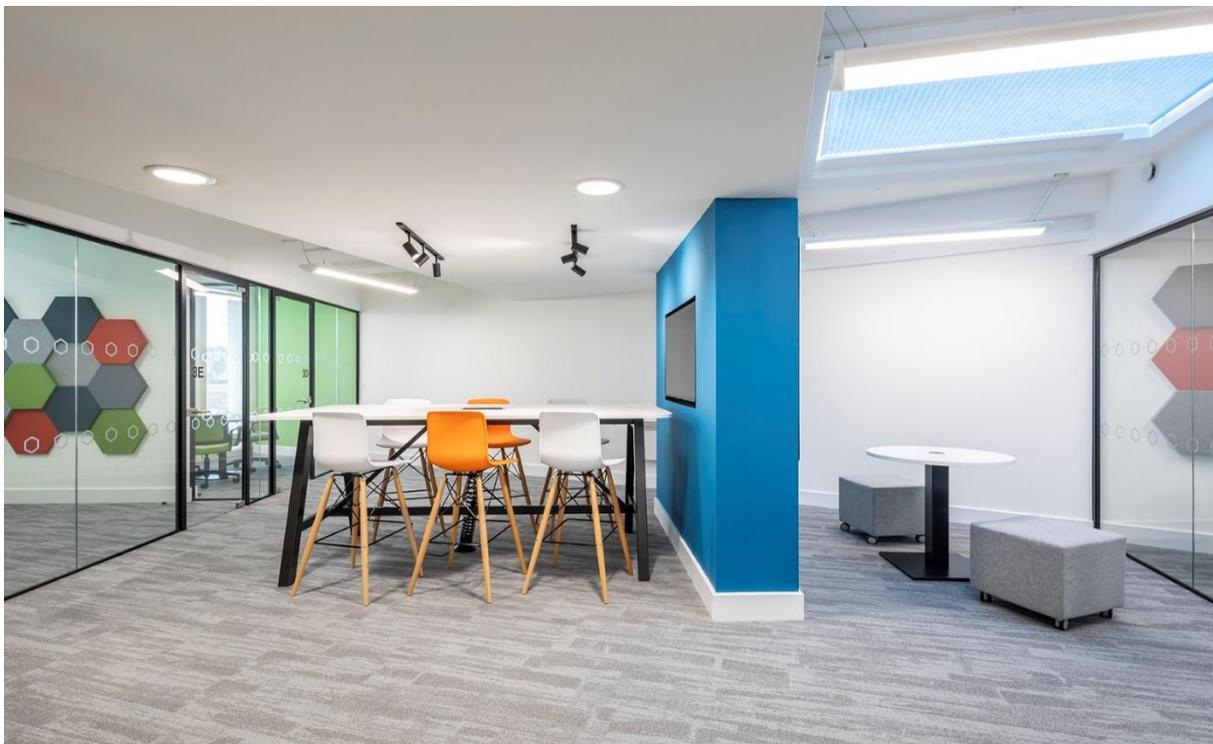
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Data Quality & Performance Manager

Salary: £52,066 - £58,577 dependent on experience

Full-time – 35 hours per week

Location: South East London Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

We are seeking a Data Quality & Performance Manager to join our committed Governance, Risk and Assurance team. Reporting to the Head of Governance, Risk & Assurance you will provide data assurance across the full range of performance measures. You will also design and maintain a data assurance map, continuously improve the reliability of data and identify trends and insights that inform decision-making.

Our ideal candidate will have:

- A successful track record in data analysis or business improvement.
- Experience of systems thinking and producing performance data.
- A good understanding of research methods and statistical concepts
- An awareness of the challenges facing housing associations and their residents
- Excellent IT skills with ability to use a range of data analytical tools
- Able to analyse and interpret complex data and provide clear concise reports

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold, that is committed to employee engagement, values its staff, and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working, and 26 days annual leave.

For further details and how to apply, please visit our website at www.hexagon.org.uk. No agencies

Closing Date: Sunday 22nd March 2026

Interviews will be held in person on Thursday 2nd April 2026

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – 22nd March 2026
Short listing:	Wednesday, 25th March 2026.
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Thursday 2nd April 26. With Panel members Chief Executive & Head of Human Resources