

## Head of planning, performance and risk - job description and person specification

<b>Sense salary point:</b>	£62,395
<b>Location:</b>	Birmingham
<b>Responsible to:</b>	Chief strategy and governance officer

### About the role

#### Objectives

As the head of planning, performance and risk at Sense, you will play a central role in ensuring the organisation remains focused, effective, and resilient in delivering life-changing support to disabled people with complex needs. Reporting to the chief strategy and governance officer, you will lead the coordination of strategic planning, performance reporting, and risk management across the organisation.

This role is key to helping Sense stay on track with its strategic goals, working collaboratively with colleagues to turn vision into action, and data into insight. Overseeing the business strategy, ensuring that plans are realistic, aligned, and measurable. Embedding clear performance frameworks, and a robust enterprise risk management framework, helping the organisation anticipate, assess, and respond to strategic and operational risks.

#### Leadership in the team

- Provide strategic leadership for planning, performance, and risk across the whole of Sense, ensuring alignment with Sense's purpose and values.



- Lead, inspire, and develop a multidisciplinary way of working, creating a high-performance and service-focused inclusive culture.
- Coach and empower team managers to take ownership, drive improvement, and grow in their leadership.
- Role model inclusive and values-led leadership, fostering trust, collaboration, and accountability.
- Influence and partner with senior leaders to align their work with strategic organisational goals.
- Drive continuous improvement and change with clarity, resilience, and a focus on people and impact.
- Lead a culture of collaboration and inclusion by embedding co-production and participatory methods in the development, implementation and evaluation of work across the organisation.

## **Key responsibilities**

- Lead the development, collation and ongoing monitoring of the organisation's three-year plan, ensuring alignment with Sense's strategy and values.
- Develop and embed a robust performance management framework, including KPIs and impact measures, to monitor progress and support continuous improvement across all services and functions, using technology to support delivery wherever possible.
- Oversee the organisation's risk management framework, ensuring strategic and operational risks are identified, assessed, monitored, and mitigated effectively.
- Produce clear, timely, and insightful performance and risk reports for teams including the chief officers' group, board of trustees and committees, enabling data-informed decision-making.
- Support cross-organisational collaboration, working with chief officers, service leads, and project managers to align local delivery with strategic priorities.



- Act as a strategic advisor to senior leadership on planning, performance and risk issues, working in partnership with the head of project management office, bringing forward evidence-based recommendations.
- Promote a culture of accountability, learning, and transparency, ensuring all teams understand their contribution to Sense's impact
- Support internal and external audit processes related to performance and risk, and ensure actions are tracked and implemented effectively.

## Person specification

### Knowledge and Experience

- Significant experience in strategic planning, performance management, and risk oversight within a complex organisation (charity or public sector experience desirable).
- Proven track record of designing and implementing organisational planning and performance frameworks.
- Experience of leading or coordinating enterprise risk management and reporting at a senior level.
- Skilled in interpreting and presenting data to drive decision-making and demonstrate impact.
- Experience working with senior leadership, boards, or trustees to support strategic oversight.
- Understanding of the legal, regulatory, and operational context of charities and/or social care services.
- Experience of managing or contributing to assurance processes such as internal audit or external reviews.
- A demonstrable commitment to enabling an inclusive and diverse workforce to reflect our community.
- A commitment to disabled people with complex needs and Sense's vision and values; a willingness to learn how to communicate with disabled people with complex needs and



working alongside them to break down the barriers to their participation in all aspects of Sense's work.

## Skills

- Strategic thinker with strong analytical and problem-solving skills.
- Excellent communication skills—able to translate complex information into clear, accessible reports and insights.
- Highly organised with the ability to manage multiple workstreams and meet deadlines.
- Strong interpersonal and collaboration skills, with the ability to influence and support colleagues across departments.
- Confident working with both qualitative and quantitative data to inform strategic planning and performance improvement.
- Leadership qualities, including the ability to develop others, drive change, and foster a culture of accountability.
- High levels of integrity, with a commitment to the values and mission of Sense.
- Change management experience, with an understanding of the importance of culture and people within organisational processes.

## Our values

Everything we do is underpinned by five core values.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

## Other information

- This job description does not form part of the employment contract.



- This post is not exempt from the Rehabilitation of Offenders Act. January 2023

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