

Job Title: Group Director of Organisational Effectiveness

Role Purpose: A fixed-term senior leadership efficiency role, reporting to the CEO, responsible for driving strategic efficiency across Peabody. The role will function as a high-impact strategic partner embedded within the organisation. The primary objective is to shape and oversee the delivery initiatives that accelerate organisational efficiency, optimise service delivery and embed a culture of continuous improvement.

The postholder will set and lead the organisations efficiency agenda, ensuring that all business functions operate effectively, deliver maximum value for money and contribute to Peabody's financial sustainability and improved outcomes for residents.

Key Activity/Success Metrics:

Strategic efficiency leadership

- Lead a programme of functional and portfolio reviews, pulling together existing expertise from within the business, to identify opportunities for cost reductions, service improvement and reallocation of resources to drive better outcomes for residents:
- Collaborate with the Executive Team and SLT to ensure efficiency initiatives align with the wider corporate strategy and priorities.
- Develop and implement actionable strategies to optimise processes, resource allocation, service delivery to enhance value for money and resident outcomes.
- Be a 'critical friend' to senior managers and directors, ensuring decisions are evidence based, efficiency focused and are customer centred.
- Share best practices and mentor key operational leaders to build capability for sustained efficiency.
- Support the development of an AI strategy that aligns technology opportunities with organisational priorities.
- Advise on the use of digital and analytical tools that enhance operational efficiency.

Operational and process improvements

- Oversee and direct efficiency reviews across core service areas: housing management services, income management, repairs & maintenance, asset management all other customer facing functions.
- Oversee and direct efficiency reviews across business support functions to drive improvements in resource planning, business processes, procurement, contract management and workforce capability.
- Evaluate operational processes to identify where automation, predictive analytics and other technology can enable tangible improvements.
- Align shared performance targets across the business to strengthen accountability and efficiency.
- Lead reviews of significant third-party contracts and insourcing/outourcing arrangements to ensure optimal value, quality and alignment with organisational goals..
- Support directors and senior managers in actioning efficiency recommendations and tracking delivery outcomes.

Resident Impact

- Ensure that efficiency initiatives maintain or enhance resident outcomes, prioritising improvements that positively impact resident experience.
- Embed performance measures and KPIs that strengthen efficiency and resident outcomes (e.g. First-time fix, complaint resolution etc.)

- Ensure all efficiency initiatives comply with Consumer Standards and other regulatory or legislative requirements.

Governance and reporting

- Establish robust governance for the efficiency programme, ensuring alignment with the corporate strategy, financial plans and service goals.
- Monitor, measure, and report on performance KPIs linked to efficiency initiatives, ensuring accountability and transparency.
- Provide quarterly updates to the CEO and Executive Team, summarising progress, realising benefits, RIO and upcoming priorities.

Key deliverables

- Service-level reports identifying efficiency gaps, waste, complexity and cost of failure, with improvement opportunities and baseline measures.
- Agree efficiency targets with each Executive Director.
- A comprehensive efficiency improvement roadmap with timelines, milestones, KPIs and success indicators.
- Recommendations on contract and supplier management to enhance value for money.
- Quarterly reports with progress updates, realised benefits and priorities for the next quarter.

About you:

You will have:

- A proven track record of leading cross-organisational programmes, delivering measurable improvements in cost, performance, and service outcomes.
- Strong analytical skills, with the ability to interpret complex data, identify trends, and translate insights into actionable strategies.
- Demonstrated ability to build effective relationships with senior leaders, acting as a trusted advisor and 'critical friend' to influence decision-making.
- An understanding of the potential to apply automation, AI, and predictive analytics to optimise operational processes and drive smarter working.
- The ability to develop and embed performance metrics and KPIs that support continuous improvement and accountability.
- Sound knowledge of procurement, contract management, and resource planning, with a focus on maximising value for money and operational effectiveness

Leadership Responsibilities:

- As a member of the Leadership Team, make a major contribution to the strategic direction of the organisation, supporting and enabling the delivery of the Group Strategy.
- Demonstrate strong leadership skills to help to build a diverse and inclusive organisation.
- Be a confident role model and leader, ensuring you reflect the values of the organisation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the localities model.

Version: October 2025