Candidate Information

Position:	Impact & Performance Officer
School/Department:	BRCD Directorate Office
Reference:	26/113752
Closing Date:	Monday 23 November 2026
Salary:	£42,972 - £51,270 per annum
Anticipated Interview Date:	Tuesday 8 December 2026
Duration:	Permanent

JOB PURPOSE:

The postholder will lead the development and continuous improvement of strategic approaches to tracking, measuring and reporting business performance, benefits realisation and impact across Belfast Region City Deal (BRCD) portfolio at Queen's University Belfast.

Working in close partnership across three Innovation Centres, the role will lead and coordinate approaches to benefits realisation, impact and performance monitoring across the BRCD portfolio. The postholder will analyse and translate quantitative and qualitative information from multiple sources into actionable insights, identifying trends, emerging issues, risks and opportunities to support effective decision-making, governance, external reporting and communication of the impact achieved through the £230m BRCD investment.

MAJOR DUTIES:

1. Benefits Realisation, Impact & Business Performance

- Lead the design, implementation and continuous improvement of consistent performance, benefits realisation, evaluation and impact frameworks across the three Innovation Centres, aligned with Queen's and BRCD priorities, contractual commitments and agreed outcomes.
- Work collaboratively with innovation centres to develop streamlined, digitally enabled tools and dashboards for benefits and performance reporting that support operational delivery, inform key stakeholders of progress against KPIs, and meet contractual requirements.
- Analyse and synthesise complex quantitative and qualitative information from multiple sources, identifying trends, emerging issues, risks and opportunities and translating these into actionable insights, options and recommendations for senior leadership, governance bodies and external stakeholders.
- Provide professional advice and constructive challenge to Innovation Centres on best practice and effective approaches to performance monitoring, benefits realisation and impact evaluation, supporting consistent application across the BRCD portfolio and identification of opportunities for improvement.
- Working with communications and marketing teams, provide insights and examples that shape and articulate BRCD impact narrative across diverse channels and audiences.
- Develop and lead initiatives to deliver on BRCD priorities across innovation centres that support operational efficiency, collaboration and knowledge-sharing, and development of innovation culture.

2. Governance, Assurance & Risk Oversight

- Manage the delivery of BRCD governance, assurance and monitoring processes within the University, ensuring alignment with external City Deal frameworks, protocols and contractual obligations and identifying opportunities to improve the effectiveness and consistency of governance arrangements.
- Lead and quality assure the operation of agreed BRCD governance and assurance processes, identifying gaps, inconsistencies and emerging issues and recommending improvements where required. Prepare and coordinate high-quality papers, presentations and reports to support effective scrutiny and decision-making.
- Co-ordinate creation and monitoring of plans, performance, impact and risk information for internal and external governance bodies and reporting requirements, translating technical data into clear narratives.

- Develop and maintain information management architectures and processes including appropriate and transparent archiving, information sharing and accessibility.
- Analyse and assess portfolio-level risks, issues and changes within University risk management arrangements, determining appropriate routes for escalation within agreed frameworks and ensuring significant centre-level risks are effectively reflected in BRCD oversight, monitoring and governance reporting.

3. Stakeholder Engagement & Collaboration

- Build and maintain effective relationships across Queen's and BRCD partner organisations, engaging with senior leaders and professional specialists to agree governance, assurance and reporting requirements, resolve differing requirements and support alignment and delivery of agreed outcomes.
- Establish digital tools and mechanisms for engagement and information sharing across functional teams and with key stakeholders (e.g. Power BI dashboards, SharePoint sites).
- Influence and negotiate across organisational boundaries and with multiple stakeholders to streamline data collection and monitoring, minimise reporting duplication, make use of economic data collected elsewhere, and maximise the utility of existing innovation centre and university systems.
- Act as a key interface and translator between Innovation Centres, Professional Services areas and high-level governance structures.

4. Other Duties

Applicants should note that in addition to the list above the post-holder will have responsibility for leading, co-ordinating and contributing to a range of projects which will emerge as the businesses develop. There may be other duties and responsibilities required which are not specifically detailed in the job description, but which are commensurate with the role, with opportunities to grow and extend skill sets.

5. Planning & Organising

- Establish and coordinate annual plans for governance, assurance, performance monitoring and benefits realisation across three Innovation Centres, managing interdependencies, competing priorities and internal and external reporting requirements and deadlines.
- Assess emerging portfolio-level risks and issues and determine appropriate action and routes for escalation within agreed University and BRCD governance arrangements.
- Plan and organise own work, co-ordinating outputs of project teams and groups, adapting to meet changing priorities.
- Establish and maintain consistent and proportionate information-management architecture, processes and systems to support long-term BRCD monitoring, assurance, benefits realisation and reporting requirements.

6. Resource Management Responsibilities

- Manage budgets relating to defined projects, events and workstreams, typically £10k–£30k, ensuring expenditure is appropriately planned and monitored.
- Provide day-to-day functional supervision of the Executive Support Assistant (G5), prioritising and delegating work and monitoring delivery of agreed outputs.
- Coordinate the outputs of project teams and working groups established to deliver specific BRCD priorities and initiatives.

7. Internal & External Relationships

- Communicate and build strong working relationships with key stakeholders across the University and externally, including government, communities and industry.
- Coordinate and support senior-level governance committees, ensuring members receive timely, accurate and appropriately analysed information and that decisions, actions and reporting requirements are effectively captured and progressed.
- Act as the principal operational point of contact for BRCD external reporting, monitoring and assurance requirements, coordinating information and responses across the Innovation Centres and relevant University functions.

ESSENTIAL CRITERIA:

1. Degree or equivalent qualification with a focus on data analysis, business management or economics-related field. In the absence of a relevant degree, consideration will be given to applicants who can demonstrate substantial recent relevant experience in a similar post.

2. Significant recent relevant experience with programme / project management, impact evaluation, benefits realisation or business performance monitoring and reporting.
3. Experience working collaboratively across teams to drive development of streamlined, digitally enabled monitoring and reporting processes and outputs, holding responsibility for workstreams or ownership of specific elements of the process.
4. Experience analysing and synthesising complex quantitative and qualitative information from multiple sources, identifying trends, issues, risks and opportunities and translating findings into actionable insights, options and recommendations to support decision-making and strategic objectives.
5. Experience working within complex governance structures to progress actions and ensure clear decision making and ownership.
6. Comprehensive IT literacy and up to date knowledge of relevant systems such as monday.com or Power BI to maintain dashboards and tailored reporting.
7. Strong stakeholder engagement skills, with experience building effective working relationships across organisational boundaries and influencing stakeholders to identify and implement solutions to challenging problems.
8. Strong analytical skills and attention to detail, with the ability to interpret complex or incomplete information, shape narrative to meet diverse audience needs, and derive meaningful insight.
9. Excellent written and oral communication skills as well as an ability to influence at all levels including providing feedback to more senior staff, and to translate technical or detailed information into clear narratives.
10. Ability to adapt and work effectively in situations with no set approach or way to achieve the goal, exercising judgement to balance needs for consistency and flexibility, efficiency and thoroughness, quality and pace.

DESIRABLE CRITERIA:
1. Project Management, Change Management or Benefits Realisation qualification.
2. Experience working in a partnership or multi-stakeholder environment.
3. Experience in aspects of business or project governance (i.e. risk management, assurance and review, reporting and monitoring).
4. Experience supervising team members.
5. Experience contributing to or supporting benefits realisation plans or evaluation / impact tracking frameworks.
6. Working knowledge and demonstrable experience in designing, developing, and using Microsoft Power BI, Power Automate, and related systems.