

It starts with community

The National Lottery Community Fund
Role Profile



Planning, Performance and Reporting Officer

Directorate:	England
Department:	England Policy, Partnerships and Performance
Role/Competency level:	Level 2
Reports to:	Business Planning and Performance Lead



Role Profile: Planning, Performance and Reporting Officer

Role purpose

The Planning, Performance and Reporting Officer is part of the England Operations Team which is part of England's Performance Function. The Operations Team is the strategic backbone of the England directorate, ensuring teams work in a joined-up, well-governed way. With oversight of directorate planning, governance, risk, and resources, this team keeps England running smoothly and ready for the future.

This role supports directorate planning, governance, risk, resource coordination and administration of the team so England can deliver effectively. Working closely with enabling functions where necessary, the Performance, Planning and Reporting Officer will provide administrative support, help maintain systems, produce accurate information, and keep processes running smoothly. They provide support to the whole of the England Operations Team and maintain strong working relationships across the directorate.

We expect all roles to work in a collaborative and connected way across the Directorate and wider Fund in line with our values.



Role Profile Planning, Performance and Reporting Officer

Key responsibilities

- Resource & Workflow Support - Assist with directorate resource planning and workflow coordination, monitoring capacity and flagging issues. Supports work with teams to resolve delivery challenges.
- Management Information & Insight - Prepare accurate, timely reports and management information to support decision-making.
- Financial Administration - Support budget monitoring and reporting, working with the Business Planning and Performance Lead and finance colleagues to maintain clear records and systems.
- Business Planning Support - Help coordinate planning cycles and ensure documents and processes align with organisational priorities, supporting org wide reporting where necessary.
- Support the team and directorate with operational administration, ensuring information is up to date and accurate to inform decision making.
- Support and work with colleagues across the Performance Function to ensure the work of both the England Operations Team and the Performance and Improvement Team adds value to each other's area.
- Coordination with Enabling Functions - Support England coordination, working closely with Finance, and other central teams, ensuring timely information flow and joined-up processes.



Role Profile: Planning, Performance and Reporting Officer

Knowledge, skills and experience

- Strong organisational skills, with the ability to prioritise and manage multiple tasks and workflows effectively.
- Strong analytical skills, with the ability to produce accurate reports and interpret data to support informed decision-making.
- Effective communication and relationship-building skills with the ability to collaborate with internal teams and enabling functions.
- Strong digital skills with proficiency in using systems and tools for data management and reporting.
- Experience of providing operational, planning or administrative support within a complex organisation.
- Excellent written and verbal communication skills, with the ability to adapt communications for different audiences and stakeholders.
- Experience of working collaboratively within a team to identify opportunities for improvement and develop practical solutions.
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



Role competencies: Level 2

- **Strategic direction**
Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture**
Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together**
Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results**
Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control**
Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other**
Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.