



Senior Business Insight Analyst – Business Intelligence and Change

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Job description – Senior Business Insight Analyst

Reporting to the Business Insight Manager

People responsibility (delete as appropriate):

- Direct reports = 3
- Indirect reports = 0
- Total employees = 3

Work Location:

This role will be hybrid with a mixture of working from home and work across all office bases that the organisation works from.

Summary of role:

This role, Senior Business Insight Analyst, will lead a team specialising in one of three areas:

- Homes (property, investment and repairs)
- Care and Central Services
- Customer (all aspects of understanding our customers and services they use)

The Business Insight Team will be at the heart of delivering our refreshed approach to Data and Business Intelligence.

In your specialist area you will lead on a range of work to review existing reports and introduce increased automation and self-service reporting. You will also play a key role in ensuring our data governance is strengthened, ensuring we have clear tools in place to do this. Collaboration will be at the heart of your team's approach, working in partnership with your business areas to ensure the effective use of data and operation of our Performance Reporting Framework.

Through this work you will play an integral part in Business Intelligence and Change which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Ensure all reporting is designed and delivered with a clear view on regulatory standards and high levels of data assurance;

- Work collaboratively across the Business Intelligence Team to ensure an effective approach is delivered across the business, working with the Manager and Head of Service on the design and delivery of work
- Oversee projects within your areas to review and refresh all reporting across the group and contribute to key data projects across your service areas
- Carry out technical work to ensure the effective operation of reporting through the respective SQL reporting infrastructure and data warehouse set up
- Working with teams on the design and technical delivery of new reporting
- Working in partnership with your service areas to ensure there is a robust suite of performance reports with high levels of confidence in data;
- Ensure robust advice is provided to business areas to build strong data collection, data quality reporting and effective;
- Review reports to ensure they remain fit for purpose and robust with a focus on automation and enabling colleagues to easily access information;
- Working with respective teams to ensure clear governance of data is in place, including a central register of all reports, data, data owners, data dictionary and retention/review periods
- Provide a high-quality advisory service to teams across your areas on the reports available, future developments and data held. Provide advice on data collection, analytics and predictive analytics

- Deliver an effective approach to the Performance Reporting Framework in your service areas, ensuring Key Performance Indicators are automated, high quality and focus on the key questions that are required to understand business performance and areas for improvement;
- Effectively manage workload of the team to ensure project and business as usual work can be effectively resourced delivered;
- Complete relevant regulatory returns, in partnership with the Business Insight Manager, ensuring they are robust and high quality;
- Prepare and present reports to the Executive Management Team and service areas;
- Deputise for the Business Insight Manager;
- Support a relentless drive to deliver value for money, customer focus and an improve it mentality across all services within the area;
- Act as key point of contact during an inspection for your service area to advise and provide data.

Additional responsibilities:

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity

- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Senior Business Insight Analyst;

Essential

- Excellent experience and skills in a data role (minimum 5 years) with excellent SQL server skills and robust skills in other areas, such as Power BI (Essential)
- Adept at managing a busy and varied data workload with excellent planning and organisational skills (Essential)
- Excellent technical skills to enable you to advise, mentor and coach your team and provide a strong advisory service to teams across the business (Essential)
- Excellent skills and experience in data visualisation tools and techniques (Essential)
- Excellent track record in designing and delivering data in a range of formats, such as different tools or different data visualisation (Essential)
- Sound understanding of the regulatory requirements relating to data (Essential)
- Excellent communication skills with the ability to tailor communication to both technical and non-technical audiences (Essential);
- Excellent Extract, Transform and Load experience and skills (Essential)
- Significant experience of playing a central role in the design and delivery of a Performance Reporting Framework such as the design and delivery of Key Performance Metrics (Essential)
- Excellent analytical skills to clearly assess a situation and identify an effective way forward with strong problem-solving skills too (Essential)
- A team working ethos with exceptional collaboration skills which motivate and inspire (Essential)
- Excellent attention to detail with the ability to easily move between strategic, bigger thinking approaches and clear detail to ensure accuracy (Essential)
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning (Essential)
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within (Essential)
- A strong commitment to Equality, Diversity and Inclusion (Essential)
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations (Essential)
- Able to communicate complex information in a concise and accessible way to a variety of audiences (Essential)

Desirable:

- Strong knowledge of data warehouse design concepts and practices or experience of delivering projects on data warehousing (Desirable)
- A sound understanding of data governance and the tools and techniques that can be used to drive and deliver strong data quality (Desirable)

- Sound understanding of people management approaches and principles with clear communication and an open and transparent ethos embedded within your team (Desirable);
- Inquisitive approach to all aspects of data, technology and predictive analytics to play a key role in enhancing our data and business intelligence offer (Desirable)
- Knowledgeable and up to date regarding technology and digital aspects of portfolio (Desirable)

Additional specialist skills and qualifications to be successful in this role:

- Significant experience and/or qualifications in either a data or mathematical based subject (Essential)
- Experience of JavaScript, HTML and CSS in relation to Web Page development would be distinct advantage (Desirable)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Senior Business Insight Analyst.

You will be required to complete continuous professional development, to further support your role and the Group.