



Analyst – Business Intelligence and Change



Job description – Analyst

Reporting to the– Senior Business Insight Analyst

People responsibility:

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

Work Location:

This role will be a hybrid with an expectation of working from home and from various office locations across the organisation also.

Summary of role:

This role of Analyst will work as part of 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 this role you will work closely with colleagues within the team to advise on data, update and maintain existing reporting and create and analyse data extracts or additional data from existing reports and queries. You will also play a central role in the design and delivery of the Performance Reporting Framework, working on ways to enhance the data and quality checking performance reports, such as KPI's/metrics.

You will also complete analysis pieces on data from our existing reporting to support with service reviews, demand analysis or to understand current performance further.

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 existing reporting is working effectively and carry out routine checks and validations to ensure this remains the case;
- 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

- Use technical analysis through tools such as Power BI, Advanced Excel and other tools to extract source data to support the business from existing reports;
- Carry out analysis pieces of work, in partnership with the business, to support service reviews, demand analysis or other service improvement work;
- Support the delivery of the Performance Reporting Framework by assisting with dashboards/Measures and analysis for Executive Management Team and Performance Meetings;
- Create reports and analysis tools to identify the progress of data collection, such as the Tenant Satisfaction Measures and enhancing our homes and customer data;
- Identify open-source data that could be used within our existing reports to enhance the intelligence. Work with colleagues to identify a clear way to bring the data into our intelligence framework;
- Routinely run analysis to support with the ongoing validation of our regulatory returns such as the Statistical Data Return, Tenant Satisfaction Measures and other returns to identify any queries at the earliest chance;
- Carry out analysis that moves us from looking at previous and current performance and into understanding future trends/ information
- Support teams to produce analysis that may be considered by the Executive Team and Committee Members
- Research any regulatory data changes to ensure we are pro-active in our approach

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 Analyst;

Essential

- Experience in a technical analytical or data role (minimum 2 years) (Essential)

- Excellent Advanced Excel Skills with knowledge and skills in other tools such as Power BI (Essential)
- Strong experience of delivering data analytical work, such as investigating demand for services, considering trends in data or identifying key drivers of services (Essential)
- SQL skills to enable you to understand the code and extract the data (Essential)
- Sound understanding of the regulatory requirements relating to data (Essential);
- Experience of working with Key Performance Indicator data or regulatory returns (Essential)
- A sound understanding of data principles, such as validation, review and refresh (Essential)
- Strong analytical skills to clearly assess a situation and identify an effective way forward (Essential)
- Strong problem-solving skills with the ability to assess and identify a range of solutions (Desirable)
- A team working ethos with exceptional collaboration skills which motivate and inspire (Essential)
- Inquisitive approach to all aspects of data, technology and predictive analytics to play a key role in enhancing our data and business intelligence offer (Essential)
- Excellent attention to detail with the ability (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)
- Ability to work at pace and strong track record of effectively managing multiple projects/work in a timely and effective manner (Essential)
- A team working ethos with exceptional collaboration skills which motivate and inspire (Essential)

Desirable:

- Adept at managing a busy and varied workload with excellent planning and organisational skills; (Desirable)
- Good communication skills with the ability to tailor communication to both technical and non-technical audiences (Desirable);
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning (Desirable)
- Able to communicate complex information in a concise and accessible way to a variety of audiences (Desirable)

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

- Mathematics pass at least at Senior School level (Essential)
- Experience in data analytical tools such as Power BI (Essential)
- Root cause analysis training to identify key drivers for change (Desirable)
- Understanding of concepts of Extract, Transform and Load (Desirable)
- SQL services skills (Desirable)
- Service improvement/systems thinking understanding (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 Analyst.

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