

Job Description

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| Post: | Data Analyst |
| Directorate: | Corporate Services |
| Team: | Business Support Team |
| Grade: | PO2 |
| Responsible to: | Head of Business Support Team |
| Responsible for: | N/A |

Purpose of Job

As part of our Business Support Team you will have a central role in driving our organisation's transformation programme through business insight and intelligence. The purpose of the role to lead on data analysis and reporting, improving our data integrity and creating opportunities through explorative data analysis.

Main Duties and Responsibilities

1. Lead on providing detailed insight and intelligence reports to inform key strategic and operational decisions across the business, services and projects
2. Responsible for developing and disseminating ongoing insight and performance reports for Board, management and departments across the business
3. Support the delivery of projects and improvements using data analysis
4. Support relevant departments in dealing with and providing regulatory data returns.
5. Explore and experiment data trends to capture business opportunities, innovation and transformation
6. Research on wider opportunities with open source data, predictive analytics, AI and Machine Learning
7. Identify, improve and manage projects to improve data integrity and accuracy
8. Act as point of contact for business insight information and performance both internally or externally
9. Responsible for using data reporting tools to present data in different ways
10. Responsible for carrying out annual review of key performance indicators, management performance indicators and benchmarking information ensuring they are in line with changes to policy, regulation, laws and best practice
11. Support and manage projects on data cleansing and automation projects to improve our data integrity by working with teams across the business, redesigning processes and recommending data fixes.
12. Attend service reviews / lean review programmes to engage multiple stakeholders, where business critical/cross business reporting is required
13. Responsible for researching, recommending and introducing processes and systems to improve data reporting, data analysis and data accuracy

14. Combine and supplement existing information, transforming it into new knowledge including census data, government data, partner data and big data to identify opportunities
15. Maintain an expert knowledge of services in order to respond positively and quickly to internal and external insight enquiries.
16. Responsible for ensuring that intelligence systems and databases, data warehouse are fit for purpose and making recommendations for improvements
17. Conduct quality assurance checks on data across the business to improve integrity of the data we hold
18. Work with teams across the wider business to ensure our data is managed effectively and fit for purpose
19. Review organisational data and organise them in line with business needs and statutory requirements
20. Develop and deliver training workshops and roadshows to coach and support staff to use reporting tools and develop their own reports or analyse data
21. Attend meetings, seminar and conferences relevant to the role
22. Work outside usual office hours and manage TOIL to ensure service provision is maintained.

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

Person Specification

Post: Data Analyst

Grade: PO2

Team: Business Support Team

Directorate: Corporate Services

All criteria are essential unless stated otherwise.

| Requirements | Criteria |
|--|---|
| 1. Education/ Qualifications/ Training | <ul style="list-style-type: none"> a. A' level; or b. Comparable/equivalent qualification; or c. Comparable/equivalent experience d. Familiarity with Business Objects, SQL or Power BI <p>A and/or b and/or c</p> |
| 2. Skills | <ul style="list-style-type: none"> a. Can facilitate meetings, groups and forums b. Can use written and oral skills to influence, negotiate and persuade c. Analytical skills d. Creating management reports, trends and analysis e. Engages in straight-talking – is clear and constructive f. Proficient in use business intelligence software and databases |
| 3. Experience | <ul style="list-style-type: none"> a. Applying legislation, regulatory guidance, policies and procedures b. Delivering excellent services in a highly-pressurised environment c. Meeting deadlines in a fast-paced, high-pressure environment d. Worked in a role with a similar level of responsibility e. Working through issues to resolution |
| 4. Knowledge | <ul style="list-style-type: none"> a. Interest in social housing and the operating environment b. Maintain appropriate systems and procedures c. Present information in an appropriate format to a variety of audiences d. Translate trends into organisational learning e. Work in a multi-agency/discipline environment f. Work in and with diverse communities |
| 5. Key Competencies | <ul style="list-style-type: none"> a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving |