JOB DESCRIPTION

POST	**HOUSING BUSINESS INTELLIGENCE ANALYST**
DEPARTMENT	**Housing Transformation (Repairs and Maintenance, Asset Investment and Compliance)**
REPORTING TO	**Senior Project Manager**
RESPONSIBLE FOR	**No line management responsibility**
GRADE	**5**

ORGANISATIONAL CONTEXT:

Reporting to the Senior Project Manager, within the Housing Transformation and Regulation Team, working on data primarily from our property maintenance area including repairs, asset improvement and investment and property compliance. Overseen by the Heads of Housing Transformation and Regulation, Head of Asset Investment and Compliance and Head of Housing Repairs and Maintenance. The role supports colleagues to engage with performance information and provides advice and assurance on best practice and operational efficiencies.

MAIN JOB PURPOSE

Data and Performance goes beyond reporting what has happened and puts performance information into context, generating insights that will drive improvements. The role is an integral part of our Housing Service and will support colleagues to ensure robust data gathering is in place and that reporting is robust and that the organisations are meeting regulatory requirements on data submissions.

DUTIES AND RESPONSIBILITIES:

Data, Insight and Performance

- Lead the delivery of high-quality analytical services and performance insight for the Housing Repairs & Maintenance service, enabling evidence-based decision-making and improved outcomes for residents.
- Develop and maintain a comprehensive performance framework aligned to organisational priorities, regulatory requirements, and sector standards.
- Proactively monitor service performance, identifying trends, risks, root causes and opportunities for improvement through advanced analysis and insight.
- Provide robust challenge and informed recommendations to senior leaders and operational teams to drive service improvement.
- Design, build and maintain engaging data products - including dashboards, models, reports and visualisations - that enable stakeholders to understand performance and act on insights.

- Translate complex data into clear, actionable intelligence tailored to different audiences, including senior leadership, operational teams and external partners.

- Lead the development of predictive and forward-looking analysis, including forecasting demand, performance and risk to support service planning.
- Take ownership of performance reporting accuracy, timeliness and narrative, ensuring data tells a coherent and reliable story.
- Act as a trusted advisor on performance matters, supporting strategic decision-making and policy development.
- Work collaboratively with colleagues across Housing, Finance, Customer Services and other departments to understand business priorities and shape analytical outputs accordingly.

Data Quality, Governance and Maturity

- Champion data quality, integrity and consistency across Housing Repairs & Maintenance systems and processes.
- Identify data gaps, inconsistencies and weaknesses, and lead initiatives to improve data capture, standards and governance.
- Support the organisation's wider data maturity and transformation ambitions by embedding best practice in data management and use.
- Ensure compliance with regulatory, statutory and governance requirements relating to performance data, including consumer standards and housing legislation.
- Develop and maintain clear definitions, methodologies and documentation for key performance indicators and metrics.
- Promote a culture of data-driven decision-making across the service, increasing confidence and trust in data.
- Provide expert input into data-related projects, service redesign and digital initiatives to ensure data considerations are embedded from the outset.

Stakeholder Engagement and Influence

- Act as the primary point of expertise for performance data within the Housing Repairs & Maintenance service.
- Build strong relationships with internal teams, contractors and partners to ensure performance data is robust, understood and used effectively.
- Support and challenge stakeholders constructively to improve performance outcomes and accountability.
- Raise the profile of data and insight across the service through training, communication and engagement.
- Provide clear performance information to internal and external stakeholders, including regulators, partners and governance bodies.
- Respond to complex data requests, including statutory reporting requirements such as Freedom of Information requests, in line with legislation and organisational policy.

Technical and Analytical Expertise

- Apply advanced analytical techniques using appropriate tools (e.g. Power BI, SQL, Excel, data modelling tools) to deliver high-quality insight.
- Continuously explore new methods, tools and approaches to enhance analysis, reporting and data utilisation.
- Provide specialist advice and support to colleagues on data interpretation, reporting tools and analytical approaches.
- Maintain a detailed understanding of available data sources, systems and reporting mechanisms relevant to Housing Repairs & Maintenance.

Professional Responsibility

- Take ownership of personal workload and priorities, delivering outputs to a high standard within agreed timescales.
- Lead or contribute to relevant projects and work programmes related to performance improvement and data transformation.

- Maintain continuous professional development to ensure skills remain current and aligned with organisational needs.
- Ensure all duties are carried out in accordance with Health & Safety requirements and organisational policies.
- Maintain an awareness of housing legislation, landlord responsibilities and consumer standards relevant to repairs performance.
- Undertake any other duties commensurate with the role as required.

Additional information

a) Does this job require a DBS check? **No**

b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**/No

c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. Yes/**No**

d) The role is based in our Wenham Depot Office (3 days min per week with 2 days working from home).

PERSON SPECIFICATION

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The post holder must be able to demonstrate:	**MEASURED BY:** A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING *(Academic, vocational/professional and other training)*	
Relevant Qualification at NVQ/HNC/degree or Equivalent knowledge gained through experience. Advanced Excel/Power BI/Data Engineering	A
KNOWLEDGE & EXPERIENCE *(e.g., report writing, office experience, Microsoft Office)*	
• Significant experience delivering data analysis, performance reporting and insight in a complex operational environment.	A/I
• Proven ability to translate complex datasets into clear, actionable insights that drive decision-making and service improvement.	A/T
• Strong analytical thinking with the ability to identify trends, root causes, risks and opportunities from large or imperfect datasets.	T/P/A

• Demonstrable experience designing and delivering dashboards, reports and visualisations that are accessible and meaningful to non-technical audiences. • Advanced skills in analytical tools such as Power BI, Excel, SQL and data modelling techniques (or equivalent). • Strong understanding of data quality principles, governance and assurance, with experience improving data standards and integrity. • Ability to work proactively and independently, taking ownership of problems and seeing work through to outcomes rather than outputs. • Experience developing or working within performance frameworks aligned to organisational priorities and regulatory requirements. • Excellent communication skills, with the ability to present complex information clearly and confidently to senior leaders, operational staff and external partners.	T/P/A A/I A/I A/I A/I A/T
SKILLS/ATTRIBUTES *(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)*	
• Strong analytical ability, including analysis of data sets. • Excellent IT skills, including excellent function writing skills in Microsoft Excel, Power Query and Power BI. • Strong data story telling skills. • Excellent numeracy skills. • Excellent organisational skills, with the ability to deliver complex projects on time. • Excellent written and verbal communication and presentation skills. • Excellent problem-solving skills and ability to think creatively. • Experience with databases, networks and patch management. • Ability to create scripts. • To be pro-active at all times, with a flexible, pragmatic approach to supporting and guiding colleagues and managers. • To have the ability to build relationships with internal and external customers. • To be able to operate independently representing a specialist area. • To have the ability to prioritise conflicting demands when under pressure. • Excellent written and verbal communication skills. • To be able to communicate effectively, whether within a technical environment (of peers), or within an environment that requires the explanation of technical issues in plain English to the audience. • To be able to consider and show respect for the views and opinions of others. • Willingness to undertake training to meet changing needs.	A/I
BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below)	
Empowering, valuing, and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability,	AI

Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	















