

JOB DESCRIPTION

JOB TITLE:	Data Analyst
GRADE:	5
REPORTING TO:	Data and Warehouse Manager
THEME/PRODUCT:	Connecting Data

ROLE SUMMARY

The Data Analyst will collate, process, analyse and present data to support informed, evidence-based decision making across the organisation. They will identify trends, patterns and root causes to enhance understanding of business challenges and apply predictive analytics to help anticipate future risks and opportunities. The role contributes to strategic planning, process improvement, and the development of effective information systems for both internal and external stakeholders.

Working closely with colleagues, the Data Analyst will deliver high-quality analytical services, bespoke research projects and clear insight that enables leaders to make data-led decisions. They will identify opportunities for improvement, address concerns, and provide guidance or training to support better use of data. Through effective communication, evaluation and reporting, they will ensure analysis is meaningful, accessible and aligned to service and organisational priorities.

MAIN DUTIES & RESPONSIBILITIES

Data Requirements, Analysis & Insight Delivery

- Interpret business requirements for bespoke data projects into technical delivery requirements, ensuring clarity, feasibility and alignment with agreed analytical approaches.
- Create complex operational dashboards using data visualisation tools in order to facilitate real-time analysis and data discovery, ensuring they are scalable, user-friendly and support decision-making across teams.

- Generate and analyse business reports to support strategic business decisions and drive improvements in operational performance, providing clear commentary and recommendations.
- Collaborate with users to present analytical solutions and customer insights, adapting outputs to different stakeholder needs and ensuring insights are actionable.

Data Extraction, Preparation & Modelling Support

- Write routines to extract data from a variety of databases and systems so they can be merged, cleaned, and manipulated for further analysis, ensuring robust processes that maintain data integrity.
- Support the BI Developers with requirements for the design of the data warehouse and analytical data models, contributing to discussions on structure, optimisation and data flows.
- Complete testing on data models and reports, highlighting and raising any issues found, and working with technical teams to support timely resolution.

Stakeholder Collaboration & Adoption of Data Tools

- Work closely with internal stakeholders to understand working practices and drive the adoption of data tools to introduce improved ways of working for the business, acting as a trusted point of contact for data-related queries.
- Attend relevant team/project meetings, contributing updates, identifying risks and supporting collaborative problem-solving.
- Act as a data systems champion, promoting and supporting the proactive use of analysis tools to improve the staff/customer experience, helping teams embed data into daily decision-making.
- Encourage users to take a more active role in the effective use of data within the organisation, providing guidance that builds capability and confidence.
- Guide users on best practice in line with our Business Intelligence standards and processes, supporting consistent, high-quality analytical outputs across the organisation.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people



- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.

PERSON SPECIFICATION

Essential & Desirable Criteria	Method of Assessment
Qualifications	
<ul style="list-style-type: none"> • A minimum of 5 GCSEs at grades A – C in Maths and English (E) • Data Analysis qualification or equivalent work experience (E) • Degree level in appropriate subject. (D) • Experience of working in partnership with internal (and external) stakeholders to deliver excellence. (D) • Evidence of continuing professional development, (D) 	<ul style="list-style-type: none"> • Application Form • Pre-employment checks
Experience	
<ul style="list-style-type: none"> • A strong record of demonstrable achievement in service delivery of data analysis (E) • Experience of collaborating and working as part of an effective team (E) • Experience of SQL and working with relational databases (E) • Experience of developing dashboards and reports using Power BI or similar tools (E) • Experience of working in partnership with internal (and external) stakeholders to deliver excellence (E) • 	<ul style="list-style-type: none"> • Application Form • Interview
Knowledge	
<ul style="list-style-type: none"> • Comprehensive working knowledge of research and data analysis services (E) • Knowledge of relational databases and data warehousing concepts (D) • Understanding of governance practices and data quality (D) • Knowledge of the housing sector and systems (D) • Good knowledge of coding languages such as Python, SQL and R (D) 	<ul style="list-style-type: none"> • Application Form • Interview
Skills	
<p>Data Analysis, Insight & Problem Solving:</p> <ul style="list-style-type: none"> • Analyses complex datasets to identify key patterns, trends and root causes using structured, evidence-based methods. • Applies practical problem-solving to develop clear, outcome-focused insights and recommendations. <p>Technical Capability & Data Quality:</p>	<ul style="list-style-type: none"> • Application Form • Interview

<ul style="list-style-type: none"> • Uses SQL, Power BI and other analytical tools to manipulate, model and visualise large datasets efficiently. (E) • Ensures high quality, reliable data through robust validation, cleansing, monitoring and automation. (E) <p>Communication, Collaboration & Stakeholder Engagement:</p> <ul style="list-style-type: none"> • Communicates complex information clearly and accessibly, tailoring messages to varied audiences. (E) • Builds strong, collaborative relationships producing and interpreting requirements to ensure outputs meet business needs. (E) <p>Governance & Risk Awareness</p> <ul style="list-style-type: none"> • Makes sound evidence-based decisions, balancing risk and organisational standards. (E) • Works in line with governance compliance and data standards to ensure high quality trusted outputs. (E) <p>Continuous Improvement & Learning Mindset</p> <ul style="list-style-type: none"> • Identifies opportunities to improve analytical processes, tools and systems to enhance efficiency and value. (E) • Actively seeks feedback and ongoing learning to improve personal and team performance. (E) 	
Behaviours	
<ul style="list-style-type: none"> • Care about the basics – you make responsible choices and protect our reputation. • Work well together – you are respectful, listen actively and proactively share information • Achieve great results – you set yourself high standards, consistently perform, and respond appropriately to feedback. • Keep improving – you identify new ways of working, adapt to change and never stop learning. • Be at our best – you are reliable and authentic, act with good intention, and understand your impact. • Make a positive difference – you contribute and actively volunteer your skills and knowledge 	<ul style="list-style-type: none"> • Interview