

JOB DESCRIPTION

JOB TITLE: Data Intelligence and Performance Analyst

GRADE: 5

REPORTING TO: Assistant Director of Property Repairs

RESPONSIBLE FOR: No Direct Reports

ROLE SUMMARY

To ensure that believe housing's Property Repairs team is developed as a flagship service that is great, consistent and modern.

To demonstrate a sound knowledge of property repairs data and performance management within a fast paced, dynamic environment.

Responsible for producing accurate and meaningful performance data analysis, collating and maintaining performance information and identifying service improvement opportunities.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities:

DELIVERY

1. Develop reporting mechanisms to enable accurate analysis of repairs data including utilising the believe housing management systems, asset management system and financial system to ensure that the information is accurate and consistent.
2. Produce detailed performance analysis, demand data and trend information and inform on trends and analysis to allow the Property Repairs Management team to make informed decisions based on accurate information.
3. Critically analyse and interpret large volumes of complex data utilising the Property Systems and make recommendations on actions to Property Repairs Management team.
4. Support the performance management framework, update the performance management system and report strategic and operational key performance indicators/trend information to the Property Infrastructure Manager within the agreed performance reporting timeline.
5. Liaise closely with internal and external customers on any matters affecting them, keep them informed of relevant issues and maintain good relationships on behalf of believe

housing.

6. To assist the Property Repairs Services Manager and Property Systems Specialist in the development and implementation of the performance management arrangements within the post-holders area of work, ensuring suppliers and contractor's adopt believe housing's framework and develop effective performance reporting, benchmarking, trends and auditing mechanisms across teams, paying particular attention to under-performing areas and developing action plans to improve performance.
7. Ensure the quality of internal/external data, undertaking data analysis, audit of performance data and ensuring the appropriate data is reflected in relevant reports, strategies and other key documents.
8. To develop and maintain electrical and gas team reporting tools and data to ensure Property Repairs remain compliant within the legal and statutory duties placed upon them.
9. Provide advice and training to colleagues in relation to all performance and data analysis aspects of the service to increase staff knowledge, improve operational performance and enhance service delivery.
10. Ensuring that value for money is achieved in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.
11. To develop continuous improvement initiatives and deliver new ways of working including the exploration of predictive analysis and future trends to achieve a high performing team.
12. To ensure that the corporate objectives are embedded within actions and decisions ultimately focusing and working towards a customer driven, innovative and modern repairs service.
13. Working collaboratively with colleagues to ensure that the Property Repairs Team is seen as an innovative and forward-thinking business stream where ideas and creative thinking are championed.
14. Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation.
15. Live believe housing's values and behaviours, doing the right thing for our colleagues, our customers and our business.

No role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the line manager.

PERFORMANCE MEASURES

- Business Scorecard Metrics
- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Delivery of strategic and team projects
- Demonstrating corporate values, attitudes and behaviours

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to HNC level or equivalent and/or the ability to demonstrate relevant experience
- Demonstrable knowledge and experience of repairs data and performance management.
- Knowledge of property repairs key performance indicators.
- Good understanding of business activities including Finance, ICT, Governance, Health & Safety and Diversity requirements.
- Interpersonal skills of listening, relationship management and influencing in addition to good presentation skills
- Considers the impact of data on the Property Repairs Team and wider organisation at all times
- Excellent capability of successful project delivery.
- Good understanding of value for money principles.
- Proven ability to analyse and solve complex problems.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, staff and Directors to include report writing and presentations.