Role Profile

Role Title:	Data Analyst
Department:	Service Improvement
Role Purpose:	The Data Analyst will work alongside the Projects team in building effective Data Governance relationships within Midland Heart and the development of an information and Data Quality culture in the organisation. The Data Analyst will be responsible for identifying and analysing data requirements for specific projects, communicating their findings to both the Project Manager and operational teams. The Data Analyst will be responsible for ensuring data quality issues are tackled in a timely and appropriate fashion.
Reporting to:	Performance and Service Improvement Manager
Responsible for:	N/A
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	Utilising Keystone Asset Management software, NEC Housing Management solution, and PowerBI to identify data requirements for projects
	Report to Project Managers on system data implications, any over-arching or high-priority risks, and trends likely to require process changes.
	Work with Data Stewards on ensuring data is correctly captured in core business systems, ensuring right first time delivery and maintenance of service levels at all times
	Lead on migrating the Keystone Asset Management system data, upgrades, attending user groups and training users.
	Lead on migrating the Total/DRS system, upgrades, attending user groups and training users.
	Manage the NEC Housing Management system, ensuring it is regularly updated and evaluate potential new Northgate additions available to determine added value and whether cost effective to implement.
	Propose methods to enhance operational data through system

	enhancements or modifications.
	Maintain an up-to-date knowledge of any new legislation relating to Social Housing operations to uphold accurate and relevant operational data.
	Ability to formulate PowerBI reports to assist in monitoring of data quality across operational teams, categories and systems.
	Use of SQL to interrogate data warehouse and build new data sets for ad hoc reporting.
	Provide detailed reports e.g. operational area data accuracy, specific attributes, components as required to assist in effective management of the organisation's data to assist in strategic asset management decisions.

Education, Qualifications and Training	HND/Degree level or equivalent and significant experience in undertaking a Data Analyst role.
Knowledge and Experience	Essential: • Strong track record of working with SQL and PowerBI. • Experience of working in a process-oriented environment dependent on accuracy and attention to detail. • Experience of presenting analysis and findings to a technical and non-technical audience. • Experience working on projects and process improvements at pace. • Advanced Excel and sound working knowledge of using Microsoft office packages and other databases and email. Desirable: • Experience of Data Quality Management and Data Governance. • Experience of working in the Housing sector. • Experience working with Northgate Housing Management, Keystone Asset Management, Total/DRS.
Role Specific Skills & Behaviours	• Highly analytical, highly numerate and an ability to communicate confidently and clearly. • Ability to write coherent and concise reports. • Ability to work under own initiative and prioritise work on

	multiple projects simultaneously.
	• Strong stakeholder management and requirements engineering.
	• Commitment to continuous personal development and training.
	• Understanding of and commitment to the principles of equality and diversity.