

Person Specification

POST TITLE:	Housing Business Intelligence Analyst
DIRECTORATE:	Climate, Homes and Economy
SERVICE:	Housing Transformation
GRADE:	PO3
LOCATION:	Within the London Borough of Hackney
RESPONSIBLE TO:	Performance Improvement and Complaints Manager

PURPOSE OF THE JOB:

- Provide accurate, insightful and innovative analysis of the full spectrum of information available in the systems across the Council
- To undertake the development of business intelligence reporting systems across the Housing Service and compare the information with other boroughs to understand where the organisation can improve and can reduce costs
- One post to have a specialist role in managing an effective benchmarking service for the Housing Service

MAIN AREAS OF RESPONSIBILITY:

The post holder will have lead responsibility and accountability for the following:-

STRATEGIC THINKING AND PLANNING

- To work in conjunction with the Performance Improvement and Complaints Manager by providing information and suggestions on strategies for service improvements, service development and the achievement of Housing objectives.
- Producing in-depth reports and analysis around departmental datasets to produce strategic reviews
- Working across departmental boundaries to help and support performance reporting and improvement

MANAGING SERVICES

- To work in a customer focussed manner, ensuring all face to face or other communications put the customer first.
- To organise work processes to deliver on time, on budget and to agreed quality standards.

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- To actively consider new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals.
- To ensure that the work carried out by the functions for which the post holder is responsible is in accordance with required Hackney Council standards and standing orders, legal requirements and national and local objectives and that adequate monitoring and auditing processes are in place.
- To support efforts to provide a more personalised experience to residents by using data to create a single view of the customer for customer facing staff, identify geographic or demographic differences in resident priorities, etc.
- Work with Communications and Consultation in building user profiles to drive greater resident involvement by better targeted outreach methods, and ensure the integrity of data fed back into the business intelligence system.
- Identify processes within the Housing service that generate a minimum of data, likely largely conducted manually and would benefit most from moving to digital ways of working.
- Manage robust systems for co-ordinating information, performance monitoring and reporting including strategies for improvement
- To understand customer or other stakeholders' needs and pursue performance improvement to ensure housing projects are meeting these needs. To advise senior managers on performance issues and possible new initiatives.

COMMUNICATION

- To communicate in a confident, authoritative and assertive manner that is in line with established policies, practices and priorities of Hackney Council and maintains and enhances its credibility.
- To communicate the results of complex analysis in a way that meets the needs of a diverse non-technical audience and in a way that influences effectively.
- To communicate effectively with housing and non-housing colleagues both inside and outside the Authority to deliver best intelligence to the Housing Service.
- To write reports for internal discussion and external publication.

LEADERSHIP AND THE MANAGEMENT OF PEOPLE

- To support the overall management of the service in a manner that promotes collaborative working within staff teams, ensuring that staff are aware of the requirement to deliver non discriminatory services and to promote greater equality for disadvantaged groups.
- To provide guidance and training to managers in respect of use of BI tools and interpretation of data and outcomes.

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POLITICAL SENSITIVITY AND PERSONAL EFFECTIVENESS

- To understand the wider context in which the team operates, particularly with regard to the diversity of Council housing residents.

MANAGING PROJECTS AND RESOURCES

- In agreement with the Performance Improvement and Complaints Manager, assess own priorities and set objectives and deadlines whilst maintaining control on the key priorities and accountabilities.
- Contribute to the planning and delivery of team projects, producing appropriate project documentation, participating in and supporting appropriate governance, ensuring projects deliver the required outcomes on time and on budget

SPECIFIC SERVICE ACCOUNTABILITIES

To work as part of the Housing Transformation team to establish and maintain effective performance monitoring and benchmarking systems, establishing control and maintaining data quality standards. To be responsible for the deployment of the QlikView system in Housing Services following the agreed roadmap

- To support digital transformation initiatives through the creation of PIs and evaluation frameworks to measure the effectiveness of pilot processes or operating models.
- Take ownership of business problems and proactively interrogate data held, both from housing, elsewhere in Hackney Council or from external sources to generate insight into performance, identify potential solutions and help manage assets more intelligently.
- Determine and analyse commonly used queries and reports. Undertake ad hoc bespoke analysis as required to research business problems and assist in the creation of models that help analyse these problems.
- Explores the data and discovers patterns, meaningful relationships, anomalies and trends.
- Work with managers to improve the efficiency and effectiveness of service delivery through improving business process and use of resources through a data driven management approach
- Help senior management and finance teams understand the potential impact of new policies on budgets.
- Document the definition of all KPIs and the business rules as to how they should be calculated
- Improve performance management and enhance business planning processes through the creation of self-service, scorecards / dashboards for management and staff.
- To undertake advanced analytics (Complex data mining, trend and statistical correlation analysis, and predictive analysis)
- Business Intelligence Reporting (using SQL / VBA platforms to extrapolate information from operation systems and producing BI reports for various services)

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- To undertake geographical analysis to provide enhanced reporting to managers across the Housing Service
- Responsible for the collection, analysis and presentation of statistical data and management information to a variety of audiences including writing detailed and complex analytical reports
- Responsible for the collation and submission of regulatory and statistical returns to the government and any other statutory agencies
- To assist in the creation of new data sets to inform or assist analysis as and when required. This may be the creation of new data from published sources, combining records from different data sets to create new tables or reports
- Carry out ad-hoc queries using tools available where required to support work across the Housing Service
- One post to lead on all benchmarking projects on behalf of the Housing Service including providing a comprehensive set of benchmarking reports that identify potential performance improvement areas. The specific benchmarking projects include Annual Core benchmarking, Quarterly priority performance benchmarking, STAR benchmarking, StarT benchmarking, Repairs benchmarking and Customer Excellence benchmarking
- Develop specialist benchmarking services that will enable the Housing Service to make efficient comparisons of costs, resources, performance, business activities and performance indicators
- To ensure that Hackney Council Standing Orders, financial regulations, equal opportunities, and other relevant policies code of conduct and personnel practices and procedures or other corporate rules, policies or standards are complied with and to ensure that these are applied consistently at all times in the division.
- To maintain effective working relationships, based upon exemplary standards of professionalism, honesty and respect with Members, other officers and outside agencies.
- To deputise for the Performance & Complaints Improvement Manager in her/his absence in the post holder's own service areas.
- To undertake any other duties commensurate with the responsibilities of the job as required by the Housing Business Intelligence Manager.

STANDARD CLAUSES:

1. To actively promote customer care, value for money and performance management in own role.
2. To demonstrate a whole hearted commitment to the organisational values and culture.
3. To positively promote and represent Hackney Council
4. To promote an environment of continuous learning and improvement.
5. To consistently promote and apply equality and diversity, in line with Hackney Council policy/procedures and ensure that this is demonstrated and maintained throughout all areas responsibility.
6. To be aware of, and observe fully and promote, Hackney Council policies relating to health and safety and risk management and best practice, throughout all areas responsibility.
7. The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

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8. Ensuring that equality impact assessments are completed for policy and service areas.

TEAM:

Housing Transformation Team

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

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Technical Experience/ Skills/ Knowledge

- Excellent written and oral communication skills to be able to communicate with people at all levels of the organisation and to residents
- Experience of using ICT to perform complex analysis and present information to a high standard using appropriate techniques
- Experience of KPI data collation, extraction and reporting
- Experience of effectively coordinating and planning own workload
- Experience of setting and managing conflicting priorities in a pressurised work environment
- Knowledge and understanding of benchmarking processes and practices
- Knowledge of, or ability to learn, programmes such as SQL, QlikSense, GIS – Mapinfo
- High level knowledge and understanding of Microsoft applications in particular the use of MS Excel macros and pivot tables used for reporting

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SKILLS AND KNOWLEDGE

Accountability

1. Understands the issues to be faced within a multi-cultural inner city area.
2. Commitment to the continuous learning and development of self

Delivery

1. Experience of making decisions through the analysis of relevant information and risk assessment
2. Able to make decisions that demonstrate commitment to the Council's vision for a better Hackney

Working Together

1. Experience of working in teams that takes into account the needs of diverse stakeholder groups
2. Experience of taking into account others views and harnessing the benefits of a diverse workforce

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Core Competencies

Housing Business Intelligence Analyst

1.	Communicating effectively, influencing and negotiating.	Builds good internal and external relationships. Represents and promotes the image of the Council in internal and/or external forums. Delivers active engagement and consultation with programme/ project stakeholders
2.	Project Management	Uses Project management skills to plan, prioritise and manage work. Understands and can apply project management methodology and tools.
3.	Decision making and strategic thinking	Cuts through complex evidence, identifies priority issues, quickly weighs them up, incorporates the right level of advice and reaches clear definite and timely decisions. Take personal responsibility for decisions
4.	Delivering value for money	Shows financial awareness and can link actions taken/ recommendations made to financial implications. Actively seeks opportunities for more efficient and effective ways of doing things.

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5.	Initiative	<p>Has the confidence and skills to accurately assess risks and take independent action to resolve issues in the majority of cases</p> <p>Thinks independently; does what is needed without being asked and follows through on agreed actions.</p>
6.	Collaborative and team player	<p>Secures mutual understanding and commitment with delivery partners.</p> <p>Works jointly with delivery partners to achieve best outcomes.</p> <p>Develops strong individual skill set and areas of expert knowledge: Shares these across the team and wider</p>
7.	Thrives in and contributes to a high performing culture	<p>Can focus themselves and others on priority outcomes, and prioritise activities.</p> <p>Identifies tasks and responsibilities that can/ should be carried out by others.</p> <p>Takes on challenging tasks and assignments and is able to develop new skills and take on new areas of work in line with the needs of the organisation and the team</p>
8.	Problem solving and thinking innovatively	<p>Keeps abreast of latest thinking, new trends and developments in areas of expertise and applies/takes action accordingly.</p>
9.	Flexible and adaptable	<p>Able to adapt to different people, and flex style to suit different managers' needs and ways of working.</p> <p>Quick to change tack if existing approach not working.</p> <p>Engage others to adopt change by outlining the rationale.</p>