

Job title: Lead Repairs Analyst

Line manager: Assistant Director of Repairs Strategy & Improvement

Grade *(if applicable)*: 2

Direct reports: Repairs Analyst



Role purpose:

The Lead Repairs Analyst supports Peabody's repairs service by leading the analyse of performance and commercial data to identify trends, gaps, and opportunities for improvement. This role provides proactive, data-driven insights that help enhance repair services, drive operational efficiencies, and deliver improved value for money. Reporting directly to the Assistant Director of Repairs Strategy & Improvement, the Lead Repairs Analyst acts as a trusted adviser to senior leaders and stakeholders, collaborating with cross-functional teams to support decision making and continuous service enhancement. They will line-manage the Repairs Analyst, providing oversight, guidance, and development support.

Key results:

- Oversee and lead the analysis of repairs data, establishing robust processes for accurate data collection, quality control, and reporting.
- Conduct comprehensive analysis of repairs performance and commercial data, including establishing processes that ensure that data is collected accurately, with insights used to identify service trends, potential gaps, and opportunities for operational improvement.
- Produce timely, high-quality reports and dashboards that translate complex data into actionable insights. These reports will inform decision-making for the directorate, highlight cost-savings opportunities, and support the development of initiatives that enhance overall service delivery.
- Collaborate closely with cross-functional teams to transform analytical insights into practical recommendations, ensuring that identified opportunities are effectively implemented to drive performance improvements and value for money.
- Establish and maintain key performance indicators (KPIs) and supporting measures, utilising benchmarks to assess service performance and delivery. These measures will enable continuous monitoring and ensure that performance improvements are quantifiable.
- Support commercial analysis by examining contract performance data and identifying areas where cost efficiencies can be achieved. This will involve assessing the financial impact of current processes and scenario modelling to provide suitable recommendations to enhance outcomes.
- Provide line management to the Repairs Analyst, including day-to-day support, performance management, and professional development.
- Champion data-led decision making, acting as the subject matter expert and supporting leadership with strategic insight.
- Keep up to date with existing and emerging changes to relevant legislation.

Success metrics:

Accuracy and timeliness of performance and commercial reports, ensuring that decision makers have access to up-to-date, reliable data.

Demonstrable improvements in operational efficiency and cost effectiveness, as evidenced by the implementation of data-driven initiatives.

Version Date: 16 July 2025

Signed off by: AD of Repairs Strategy & Improvement

Clear, actionable insights that lead to measurable service improvements and enhanced value for money.

Increased transparency in the reporting of repairs performance, facilitating better strategic planning and resource allocation.

Positive feedback from senior stakeholders on the relevance and impact of analytical insights provided.

Measurable improvements in the quality, impact, and visibility of analytical outputs across the service.

Effective management and development of the Repairs Analyst, evidenced through high-quality outputs and progression against objectives.

About you:

You will be:

A detail-oriented analytical thinker with a passion for turning complex datasets into clear, actionable insights that drive service improvements.

An exceptional communicator and proactive problem solver with influential gravitas, capable of presenting complex information persuasively to diverse audiences.

A collaborative team player who works effectively across departments to ensure that analytical findings translate into meaningful change.

A customer service champion with the passion and drive for excellent customer service.

A confident and supportive leader with experience of managing and developing team members.

Outcome-focused with the ability to influence direction and priorities through data.

You will have:

Proven experience in data analysis or performance analytics, ideally within a repairs environment.

Strong proficiency in data management and analytical tools (e.g. Excel, Power BI, SQL) with the ability to develop and maintain comprehensive reporting systems.

A solid understanding of key performance indicators and the experience to design dashboards that inform decision-making.

A customer focused attitude with great writing skills and the ability to interact effectively with colleagues and external stakeholders.

Demonstrated experience working with commercial data and contributing to initiatives that achieve cost savings in complex operational settings.

Excellent problem-solving skills and the ability to work efficiently under pressure to meet tight deadlines.

Experience of line management, coaching and mentoring team members in an analytical environment.

A track record of leading end-to-end analytical projects, delivering measurable improvements in a service delivery context.