

**Job title:** Repairs Analyst

**Line manager:** Assistant Director of Repairs Strategy & Improvement

**Grade** *(if applicable)*: 3

**Direct reports:** N/a



## Role purpose:

The Repairs Analyst supports Peabody's repairs service by analysing 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 Repairs Analyst collaborates with cross-functional teams to support decision making and continuous service enhancement.

## Key results:

- 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.
- 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.

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.

**Version Date:**

**Signed off by:**

## 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.

### 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.