Job title: Insight & Reporting Analyst - Housing Operations

Line manager: Head of Centre of Excellence – Tenancy Management

Grade: 2SE

Direct reports: None

Role Context

Our Housing Operations teams deliver a wide variety of resident facing services. From welcoming residents to their new Peabody home to ensuring that our neighbourhoods are clean and well maintained. We're there to support our residents if their circumstances change and work alongside partners to create safe and welcoming communities. We are dedicated to delivering an exceptional service which meets the expectations of our residents.

Data driven insight plays a pivotal role in helping us achieve this goal. Gathering, analysing, and interpreting data to provide actionable insights helps us to optimise operations, facilitate efficient service delivery, elevate resident satisfaction and drive continuous improvement initiatives forward that will enhance the resident experience.

Purpose of Role

The Insight and Reporting Analyst - Housing Operations, is responsible for extracting, analysing, and interpreting data to provide actionable insights and drive informed decision-making.
This role involves adeptly interrogating, mining, and delving into datasets from diverse sources, including multiple core systems, to distil complex data into easily understandable narratives for non-technical audiences.

The Analyst works alongside the housing operations leadership team, supporting all regions, preparing detailed reports and presenting findings with recommendations to help them drive continuous improvement that will enhance the resident experience and deliver operational efficiencies. They are a data product owner for operations, working closely with the data product team in developing meaningful reports and insights for operational teams.

The Analyst also works closely with Product Owners and resident facing colleagues to design and implement operational dashboards that assist the management of a varied and often complex caseload to help colleagues meet the expectations of our residents.

Role Requirements

Data Interrogation and Mining:
- Utilise advanced analytical techniques, including AI, to extract meaningful insights from datasets related to housing operations and service delivery.
- Leverage the Peabody data platform to enable trusted data sources data needed to provide meaningful insights.
- Identify patterns, trends, and correlations within the data to uncover opportunities for enhancing resident experiences and operational efficiencies.
- Work with the data quality team to ensure the integrity, accuracy, and reliability of data sources and embedding the Peabody data management framework.
- Proactively identify, address, and report data discrepancies, anomalies, and inconsistencies to maintain data integrity and reliability.

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Insight Generation and Root Cause Analysis:

- Conduct in-depth analysis, leveraging AI tools, to uncover actionable insights that inform strategic decision-making processes.
- Translate complex data findings into clear and concise narratives, making the insights accessible to stakeholders with varying levels of technical expertise.
- Identify performance issues and conduct root cause analysis to understand the underlying reasons, addressing systemic issues to reduce recurrence.

Reporting and Presentation:

- Prepare detailed reports that synthesise complex data into digestible formats, highlighting key findings and actionable recommendations.
- Present findings and recommendations to senior leaders and cross-functional teams, facilitating informed discussions and driving consensus on strategic priorities.
- Develop and maintain dashboards that facilitate performance management
- Develop operational dashboards to assist resident facing colleagues to manage cases
- Develop and maintain dashboards that enable local, place based decision making, including Neighbourhood Plans.

Continuous Improvement and Stakeholder Engagement:

- Manage and improve a suite of products that exist in PowerBI, Tableau, and other tools, and which provide on-going monitoring of key performance indicators for various teams and stakeholders in housing operations
- Influence the design of core systems and processes to enhance the availability of metrics that can then be utilised to provide insight
- Collaborate closely with teams to pinpoint areas for enhancing resident services, refining operational processes, and optimising resource allocation, ensuring alignment with organisational goals.
- Develop data-driven recommendations to strengthen strategic initiatives aimed at improving resident satisfaction, streamlining resource usage, and achieving organisational objectives
- Engage proactively with key stakeholders to inform continuous improvement efforts and drive transformative change, providing guidance and support to enable informed decision-making based on data analysis and insights.
- Stay abreast of external factors, emerging data analysis techniques, tools, and industry best practices, including AI, to continually enhance analytical capabilities and operational efficiency, ensuring the delivery of actionable insights that meet evolving business needs.

Skills/Experience required:

- Proven time management and prioritisation skills.
- Proven attention to detail and ability to work on a variety of projects simultaneously.
- Strong attention to detail and commitment to data governance, ensuring the integrity, accuracy, and reliability of data sources.

Data Analysis:

- Strong analytical skills with the ability to interpret complex datasets and extract actionable insights
- Extensive experience collating and analysing multiple complex data sets to provide business insight through statistical analysis, visualisations, commentary, advice and recommendations at a strategic level.
- Experience in customer analytics and insights that have led to service improvement.
- Experience in conducting root cause analysis and identifying performance issues to address systemic issues and drive continuous improvement.

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Technical Proficiency:

- Ability to build Power BI reports and dashboards including data modelling, Power Query & DAX
- Desirable experience in using data platforms, advanced analytics and R or Python.
- Proven experience of analysing, interpreting and presenting datasets using Power BI and Excel

Communication and Collaboration:

- Excellent communication skills, both verbal and written, with the ability to convey technical concepts to non-technical stakeholders in a clear and concise manner.
- Proven ability to collaborate effectively with internal teams and key stakeholders to drive strategic initiatives and enhance operational efficiency.
- Demonstrated experience in preparing detailed reports and presenting findings with recommendations to senior management and cross-functional teams.
- A proactive approach to stakeholder engagement, with the ability to provide guidance and support to enable informed decision-making based on data analysis and insights.

Experience:

- Strong background in insight, customer experience, or related fields.
- Previous experience in qualitative and quantitative research.

Domain Knowledge:

- Ability to monitor and keep up to date with external sector-related factors, incorporating relevant insights into data analysis and strategic decision-making processes.
- Continuous learning mindset, staying abreast of emerging data analysis techniques, tools, and industry best practices, including AI, to continually enhance analytical capabilities and operational efficiency.
- Understanding of the social housing sector and its unique challenges and requirements.
- Awareness of performance monitoring and targets within the housing industry would be advantageous.

Qualifications:

- Bachelor's or master's degree in a quantitative discipline such as mathematics, statistics, economics, or computer science.

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