

Housing

Ombudsman Service



**Data Analyst -
Performance**
Candidate information pack

The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Data Analyst - Performance - job profile and person specification
- Benefits

Our website www.housing-ombudsman.org.uk has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2022-23
- Corporate Plan 2022-25
- Annual Report and Accounts 2020-21

We hope that you decide to apply to this key role within our organisation.

Candidates who are short-listed may be asked to complete an analysis exercise. Short-listed candidates will be asked to "attend" a panel interview with the Housing Ombudsman Service - it is likely that this interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 21st August 2022.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early.

Short-list interviews: 7th to 9th September.

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

Application Process

Our application process is anonymised. Submitting an application is a two stage process:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, the application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via jmm@cjagroup.com.

Job Description

Position: Data Analyst - Performance

Working pattern: Permanent

Hours: 35

Location: Home-based or hybrid

Overall purpose of the role

As a Performance Data Analyst, you will be part of the Performance and Business Information Team within the Corporate and Information Governance service providing a high-quality analytical function using a wide range of tools to interrogate and interpret information, working closely with our Quality, Engagement and Development (QED) Directorate.

The Insight and Development team in QED is responsible for generating insight into the housing sector from case data analysis and sector engagement activity. This insight is then used to drive systemic investigations into issues identified and sector development activity to improve housing provision and complaints handling and to assist our Dispute Support and Resolution Directorate with individual case decisions.

Reporting to the Performance and Business Information Manager, the Performance Data Analyst will be responsible for:

- supporting the development and maintenance of the Housing Ombudsman Service's data strategy;
- analysing and mining the complaint data we hold alongside other sources to produce timely and accurate sector performance reports and data visualisations (dashboards) that maximise the impact of our work; and
- providing specialist analytical support and advice to the organisation, whilst working as part of a newly established and innovative team; to improve the customer experience and support our vision of improving resident's lives and landlords' services through housing complaints.

Main Accountabilities

- Produce and develop sectoral performance reports and visualisations (dashboards), tracking key performance indicators to inform and improve the work of the Housing Ombudsman Service.
- Collect and collate data from multiple sources, including customer feedback, in order to devise and deliver high quality quantitative and qualitative analysis to support our work.
- Apply research and data analysis techniques to the Housing Ombudsman's casework data to identify and explain trends, illustrate themes and draw out conclusions to support our work.
- Support external publications such as quarterly Insight Reports and the Ombudsman's Annual Complaint Performance and Insight Report.
- Provide statistical analysis and translate complex data and information into effective and innovative formats (e.g. maps, interactive) for use in consultations, publications, inquiry responses, media work and general communications.
- Contribute to improving data management and the quality of data recording through increasing efficiency and automation.
- Supporting data analysis needs where required, including for parliamentary questions, responses to government and stakeholders requests, including the Regulator of Social Housing, other regulatory bodies, and key partners.
- Work closely with, and provide business continuity alongside, other HOS data analysts in the Performance and Business Information team.
- Contribute to the output of the wider function, supporting colleagues and undertaking other duties as reasonably required.

Person Specification

Qualifications

- Proven IT and numerical and statistical skills demonstrated through relevant qualifications, experience or a degree level or equivalent.

Knowledge and Experience

Essential

- Experience of using Management Information systems with a good understanding of the technical challenges associated with them.
- Experienced in using Power BI or similar tools to interpret and use data sets to produce reports.
- Experience of working with MS Access, SQL and Report Builder.
- Experience of case management systems, understanding data sources, data organisation and storage.
- Experience of data analysis tools, including MS Excel to an advanced level.
- Substantial experience of statistical methodologies, data analysis techniques and management information reports.
- Interpreting business issues into reporting requirements and production of clear graphical representations and data visualisations using current analytical tools.
- Data quality assurance, validation and integrity management to ensure data is fit for purpose.
- Strong verbal and written communication skills and understanding of how to communicate insights gained through analysis to non-technical stakeholders.
- Able to analyse, interpret and explain historic trends and extrapolate data to forecast future trends.
- Able to undertake discreet tasks and projects and deliver defined outputs.

Skills and Abilities

Essential

- Proactive/Self Starter
- Critical Thinking
- Attention to detail and eager to learn
- Decision making and problem-solving skills Ability to work effectively at pace
- Build effective relationships and communication channels with key stakeholders

Desirable

- Project management experience

Additional Requirements

Essential

Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered.

To comply with the Housing Ombudsman Equal Opportunities policies.

To comply with the Housing Ombudsman Health & Safety policies.

To comply with the Housing Ombudsman IT policies and procedures.

This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.

Benefits

Rewarding career, rewarding benefits

In addition to a basic salary of £36,588 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – Minimum of 25 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – Free on site gym and shower facilities, cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.
- Office location – within walking distance of Underground and DLR stations, waterside location near Canary Wharf Shopping Centre and various bars, cafes and restaurants.



"I joined the service because I relish the opportunity to make a difference every day"

Richard Blakeway
The Housing Ombudsman

