

Housing

Ombudsman Service



**Senior Performance
Data Analyst**
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 Senior Performance Data Analyst - job profile and person specification. Please note - there are two vacancies, one of which is a member of our permanent staff and one is a Fixed Term Contract (18 months).
- 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 2023-24
- Corporate Plan 2022-25
- Annual Report and Accounts 2021-22

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

Candidates who are short-listed will be asked to carry out an assessment exercise and a panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday 7th March 2024.

Please note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early. We intend on closing this role if / when we receive 120 applications - or on the closing date at 23.59 - whichever occurs sooner.

Assessment: short-listed applicants will be asked to complete an assessment exercise (completed via email) which will take up to two hours to complete. You will need to complete the assessment on either 15th or 18th March.

Short-list interviews: those successful at assessment will be asked to 'attend' an interview (via MS Teams - so a remote short-list interview) between the 21st and 26th March. You may be asked to further expand on your assessment answers during the interview.

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:

Stage 1 - create an account. This largely focuses on the information that you would include in your CV.

Stage 2 - upload and submit your supporting statement. **Please specify in your supporting statement whether you are interested in both roles, solely the permanent role or solely the Fixed Term Contract (18 months).**

Please note that once you have submitted your application for a specific role, that 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:** Senior Performance Data Analyst (x 2)
- Working pattern:** 1 x Permanent and 1 x 18 Month Fixed Term Contract
- Hours:** 35
- Location:** Hybrid: working from home with occasional office attendance

Overall purpose of the role

The Senior Performance Data Analyst is a member of the Performance and Business Information Team whose purpose is improving the Housing Ombudsman's data capabilities through the implementation of innovative customer-centric reporting and forecasting solutions building a data-driven culture.

The role is responsible for leveraging key systems through stakeholder engagement and data analysis techniques to identify, develop and inform, delivering robust, high-quality actionable customer insights.

The role is responsible for enhancing our casework forecasting to predict future trends, performance and resource requirements.

It leads on the enhancement of the casework management system (Workpro), managing all aspects of the change control process, from business request to implementation.

Main Accountabilities

- Undertake advanced analysis of datasets for a range of business purposes.
- Identify trends and make recommendations by evaluating the success of business's initiatives through analysis.
- Generate and share forecasting insights through exploratory data analysis for case number projections.
- Develop and manage data collection systems, automating repeatable and quality assured data reports.
- Conduct requirement analysis, translating business priorities into intuitive reports/dashboards for data insights to support business needs.
- Ensure data integrity is enforced and maintained, via data profiling and exception reporting.
- Communicate with senior executives, stakeholders and managers to develop and evolve the performance measurement framework (KPIs).
- Gather requirements from across the business and communicate these to developers in order to produce specifications for changes and enhancements to the casework management system.
- Lead testing and sign off of changes and enhancements to the casework management system.
- Act as a performance expert, advising teams on how they can "self-serve" information, providing guidance and problem solving assistance.
- Responding to FOI requests and undertaking reporting for publication to external audiences.

Person Specification

Qualifications

- Degree level or equivalent (desirable)

Knowledge and Experience

Essential

- Extensive Power BI experience, including data modelling, Power Query & DAX.
- Experience of gathering requirements, implementing data flows and building a comprehensive data platform.
- Ability to identify and share performance trends, opportunities and issues, providing the business with greater visibility and valuable insights.

Desirable

- Knowledge and experience of predictive modelling via exploratory data analysis.

Experience of establishing and maintaining robust data quality and governance processes.

Skills and Abilities

Essential

- The ability to engage and build strong relationships with key business users and technical colleagues.
- Strong communication and client management skills.
- Strong problem-solving and critical-thinking abilities.
- Ability to work independently and can manage several tasks at once.
- Ability to see the big picture and communicate insights in layman's terms.
- The ability to actively promote data literacy throughout the organisation to improve data-driven decision-making.

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 £49,762.18 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 and flexi-time scheme.
- 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 – 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 (coming soon), contribution towards eye-tests and glasses.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.



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

Richard Blakeway
The Housing Ombudsman

