



## Job description

**Job title:** Data Analyst

**Responsible to:** Head of Finance

### **Purpose of the post:**

- Take a proactive role in managing and improving performance across the business.
- Provide accurate, reliable performance data, monitor and report on key indicators, and analyse trends to identify implications and implement solutions.
- Drive benchmarking and best practice initiatives, and ensure all regulatory returns are completed accurately and on time.

### **Key areas of responsibility:**

- Work closely with stakeholders to understand business objectives and data requirements.
- Analyse, interpret and visualise data to provide insights along with solutions to data problems for the business.
- Analyse requirements, develop specifications and write/maintain reports, visualisations and dashboards in line with agreed KPI definitions for operational and management performance packs.
- Manage all regulatory returns for the business.
- Support process change projects by providing analysis and reports and work closely with the business on data quality projects and initiatives.
- Ensure all outputs are validated and quality assured so that the business can have confidence that they are reliable.
- Develop and maintain Hastoe's reporting platforms, namely PowerBI.
- Support the data governance strategy, working with data owners to develop and maintain key data controls, ensuring these controls are adhered to on a regular basis.
- Work with the business to ensure data reporting definitions are relevant to the business needs.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

Attributes	Essential	Desirable
Education and training	<ul style="list-style-type: none"><li>Degree in business intelligence, data analysis or similar.</li><li>Microsoft PowerBI &amp; SQL knowledge and training.</li></ul>	<ul style="list-style-type: none"><li>Microsoft SQL Certification.</li></ul>
Experience	<ul style="list-style-type: none"><li>Experience as a data analyst or working in a similar role.</li><li>Experience of performance reporting and report writing.</li><li>Experience analysing and recommending actions based on data analysis.</li></ul>	<ul style="list-style-type: none"><li>Experience working in social housing or the wider non-profit sector.</li></ul>
Skills	<ul style="list-style-type: none"><li>Skills in using Power BI with the ability to create and publish reports, data modelling, DAX and visualisation design.</li><li>Advanced skills in MS Office applications, especially Excel.</li><li>An ability to analyse and interpret data and to present key messages.</li><li>Excellent communication skills with the ability to communicate effectively and build strong relationships.</li><li>Strong problem solving and critical thinking skills.</li></ul>	<ul style="list-style-type: none"><li>Knowledge of housing management systems.</li><li>Knowledge of information security and data protection.</li></ul>
Personal qualities	<ul style="list-style-type: none"><li><b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li><li><b>Open and Transparent:</b> Able to listen, learn and improve.</li><li><b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li><li><b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li><li><b>Enterprising:</b> Willing to seek new learning experiences.</li><li>Strong attention to detail.</li></ul>	



	<ul style="list-style-type: none"><li>• Excellent customer awareness and customer care.</li><li>• Ability to adapt and embrace change to support the business needs.</li><li>• Ability to work as part of a team and independently.</li><li>• Ability to work to competing demands, prioritise and meet deadlines.</li></ul>	
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