

JOB DESCRIPTION

JOB TITLE:	Data Business Partner
DEPARTMENT:	Data and Business Intelligence
LINE MANAGER:	Senior Data Business Partner
LOCATION:	Agile blend of homeworking and time in the Coventry Housemark Hub

Note: This post will involve some travel throughout the UK and the post holder will from time to time be required to stay away from home for short periods.

MAIN PURPOSE OF POST

As a Data Business Partner you will work with a range of social landlords (including housing associations, local authorities and ALMOs) providing expert advice, analysis and consultancy that helps them on their journey to data maturity and contributes to revenue growth.

Using data supplied by the landlord, as well as public data and Housemark benchmarking data, you will present analysis and visualisations that create compelling stories and unlock insight using the most appropriate mediums. You will give complex recommendations at a tactical and strategic level that help our clients improve their performance, drive value and improve the lives of their residents.

You will help clients design and implement performance reporting frameworks that harness the power of data at all levels within the business and help social housing practitioners make evidence-based decisions that drive service improvement. You will take account of their strategic and business needs, existing data sources, skills, technology and culture – as well as evolving best practice within the social housing sector and beyond.

You will help our clients exploit opportunities through the recognition of new digital technologies to enhance analytical capability in alignment with business goals. You will provide advice on which tools or methods to use and share insight and expertise to how user needs have changed over time. You will help our clients build strategic roadmaps to data maturity which take account of data, systems, people and culture.

Through a deep understanding of relevant data sources, tools and systems within your client portfolio, you will help them build confidence in their data through end-to-end data quality audits and advice on appropriate approaches for verifying and validating data and analysis.

As a trusted data partner, you will unlock opportunities for increased client engagement with Housemark.

1. Provide data analysis services and advice to a portfolio of social housing clients. Through a deep understanding of their business you will help them harness the power of their data to unlock insight that drives continuous improvement and value-for-money.
2. Analysing data from a range of sources – including Housemark’s unrivalled comparisons – provide insight to senior stakeholders in the context of current housing sector policy, trends and areas of particular interest to the customer. Present findings to senior stakeholders using attractive visualisation and data storytelling.
3. Help clients design, improve and embed performance reporting frameworks that drive continuous improvement, accountability and transparency. This includes providing advice on key performance indicator selection, target setting, dashboard design, data quality, data curation, data security and privacy.
4. Carry out end-to-end data quality audits on behalf of clients, reviewing data collection processes, reporting scripts, as well as manual amends and calculations. Provide clients with data quality assurance or recommendations on how assurance can be achieved.
5. Contribute to in-depth service reviews through data analysis – building an understanding of current performance and cost within context and how this compares to similar organisations. Use a range of data sources to identify potential drivers for under-performance and make recommendations for improvement.
6. Keep abreast of social housing policy and regulation as well as emerging analytics technology to provide expert advice to clients that ensures regulatory compliance and exploits the opportunities presented by new digital technologies.
7. Share client intelligence with the wider business that helps build a corporate understanding of the evolving needs of the sector and informs Housemark’s research and product development programmes. Maintain regular contact with all clients to ensure our services are tailored to their requirements, that they value Housemark membership and that we are the ‘go to’ organisation for all their data needs.
8. Undertake such other duties as from time to time may reasonably be required.
9. Comply with the company’s health and safety policy and procedures and to take reasonable care, to the best of your individual knowledge and ability, to avoid injury to yourself and to others by acts or omissions in your work.

<p>SIGNED:</p> <p>DATE:</p>

DATA BUSINESS PARTNER

PERSON SPECIFICATION

QUALIFICATIONS

• Degree (or equivalent) or professionally qualified	Desirable
• Appropriate business or finance-related qualification	Desirable
• Current valid driving license	Essential

EXPERIENCE

• Expertise in the fields of data quality, data visualisation, data analysis and performance reporting	Essential
• Experience of using data to influence a range of stakeholders	Essential
• Experience of working in the social housing sector	Desirable
• Experience of scoping and delivering data consultancy	Desirable
• Applied knowledge of data warehousing and data architecture	Desirable
• Knowledge of social housing regulation, policy and reporting compliance	Desirable
• Experience of managing client relationships and growing accounts	Desirable

SKILLS & COMPETENCIES (SFIA FRAMEWORK)

Analytics: Level 6	Develops analytics policy, standards and guidelines. Establishes and manages analytics methods, techniques and capabilities to enable the organisation to analyse data, to generate insights, create value and drive decision-making. Sets direction and leads the introduction and use of analytics to meet overall business requirements, ensuring consistency across all user groups. Identifies and establishes the veracity of the external sources of information which are relevant to the operational needs of the enterprise.
Consultancy: Level 5	Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
Data modelling and design: Level 5	Sets standards for data modelling and design tools and techniques, advises on their application, and ensures compliance. Manages the investigation of corporate data requirements, and co-ordinates the application of data analysis, design and modelling techniques, based upon a

	detailed understanding of the corporate information requirements, in order to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions). Manages the iteration, review and maintenance of data requirements and data models.
Data visualisation: Level 5	Establishes the purpose and parameters of the data visualisation. Provides overall control, to ensure appropriate use of data visualisation tools and techniques. Formats and communicates results, using textual, numeric, graphical and other visualisation methods appropriate to the target audience. Advises on appropriate use of data visualisation for different purposes and contexts to enable requirements to be satisfied. Develops plans showing how the identified user needs will be met. Leads exploration of new approaches for data visualisation.
Measurement: Level 5	Provides advice and guidance for effective use of measures and measurement. Establishes measurement objectives and the scope of measurement for functions, teams and projects. Plans and implements improvements to measurement capability. Selects measures appropriate to the context and organisational objectives. Contributes to organisational policies, standards, and guidelines for measurement. Reviews data collection and storage mechanisms (including automation) to support measurement.
Information governance: Level 4	Ensures implementation of information and records management policies and standard practice. Ensures effective controls are in place for internal delegation, audit and control relating to information and records management. Assesses and manages risks around the use of information. Provides reports on the consolidated status of information controls to inform effective decision making. Recommends remediation actions as required. Ensures that information is presented effectively.

THINKING

Problem Analysis Accurately identifies problems, seeks pertinent data without bias, recognises important information, and identifies possible causes of problems.

Customer Service Exceeds customer expectations by displaying a total commitment to identifying and providing solutions of the highest possible standards aimed at addressing customer needs, whilst factoring in HouseMark's best interests.

RELATING TO OTHERS

Persuasive Oral Communication Expresses ideas or facts in a clear, succinct, and persuasive manner. Participates actively and convincingly in conversations, without dominating and by accurately synthesizing others' contributions. Uses active listening skills for the benefit of others, rather than listening simply to extract information or to confirm own ideas.

Written Communication Ability to express ideas clearly in writing, with good grammar, spelling, and punctuation, to a level where documents do not require editing or review by another.

Flexibility Ability to modify own behaviour and adopt a different style or approach in order to reach a goal, manage change, embrace diversity, and resolve conflict.

DELIVERING RESULTS

Personal Organisation for the Team Efficiently establishes an appropriate course of action for self within the larger context of working within the team. Jointly clarifies the purpose with others and works towards accomplishing goals, even when the team is working on something of no direct personal interest.

Driving Success States opinions, seizes opportunities and pursues goals, makes timely decisions, acts ethically, demonstrates accountability for outcomes, and increases overall efficiency and effectiveness.