****

**JOB OUTLINE**

**JOB TITLE :** **BUSINESS/DATA ANALYST**

**SALARY :** Technical Grade 3: £30,502 - £40,819 per annum
[Placing dependent on knowledge and qualifications]

**Total leave 34 days (pro rata)**

**36 hour week**

**Hybrid Working Scheme**

**Defined Contribution Pension Scheme**

|  |
| --- |
| MAIN OBJECTIVES of the POST |
| 1.1 | To lead and support on analysis, design and improvement of processes, systems and data management across Almond Housing Association (AHA).  |
| 1.2 | To support the delivery of our Digital Strategy enabling customers to access services online with minimal effort, and which will support colleagues to work from anywhere, to provide more efficient, high value services making it easy for all to access Almond etc. |
| 1.3 | Ensure data and reporting is simple and effective within AHA. |
| ACCOUNTABILITY |
| 2.1 | Directly responsible to the ICT Manager. Accountable to the Board of Management through the Director of Finance and ICT and the Chief Executive. |
| PRINCIPAL DUTIES**Process Improvement** |
| 3.1 | Lead on process mapping, process review and process design, includes;* Documenting and mapping of 'as is’ operational processes with AHA business units, conducting workshops and analysing processes to propose improvements
* Documenting and mapping 'to be’ operational processes with AHA business units, conducting workshops and gaining approval for the new processes
 |
| **Data and Reporting** |  |
| 3.2 | Guide business units on data cleansing to ensure full and accurate data is maintained  |
| 3.3 | Gathering critical information and producing useful reports  |
| 3.4 | Develop and maintain a suite of business information reports and real-time key performance measures using the Microsoft Reporting Suite. |
| 3.5 | Use various data analysis techniques to gather, collect, clean, analyse, interpret and visualise data from multiple sources. |
| 3.6 | Work within current guidelines regarding data protection and data security. |
| 3.7 | Work with colleagues to further develop reporting tools and methods of reporting on key performance indicators, service standards and other management information. |
| 3.83.9 | Assist in the creation and enhancement of reporting and dashboarding solutionsDesign and create management information and performance reports using a variety of software and systems in liaison with relevant departments |
| 3.10 | Take a pro-active approach to the identification of gaps, errors or inconsistencies in source data or reporting areas and recommend and implement relevant actions |
| 3.11 | Provide training for staff members in order to get the best from our data |
| 3.12 | Documenting and communicating the results of your efforts |
| 3.13**Process Change Management** | Prepare and update manuals and user guides |
| 3.14 | Ensure that business requirements are analysed fully, with appropriate engagement from the business teams |
| 3.15 | Identify the processes and information technology required to introduce your recommendations |
| 3.16 | Form a business case for SMT approval on the best method of introducing your recommendations to the business |
| 3.17 | Consider opportunities and potential risks attached to suggestions you make |
| 3.18 | Communicate the benefits of your recommendations across departments and help to addressing any concerns |
| 3.19 | Put in place effective documentation for projects and related processes to support your work, report on your findings and to present to stakeholders when necessary |
| **Working in Partnerships** |  |
| 3.20 | Adopt a Partnership approach to working with colleagues across the organization, with key linkages with the Business Improvement team |
| 3.21 | Effectively communicating your insights and plans to cross-functional team members and management |
| 3.22 | Work with the colleagues to identify improvements to process and systems |
| 3.23 | Bring back learning from other organisations/sectors to continue to improve and enhance the processes within AHA |
| 3.24 | Communicate with customers and colleagues to understand the needs of customers, colleagues and the organisation as a whole |
| 3.25 | Co-ordinate and deliver training in groups or to individuals as appropriate |
| 3.26 | Provide a high level of customer service when dealing with internal and external customers |
| OTHER DUTIES |
| 4.1 | Create and maintain effective working relations with external contractors, external agencies and internal colleagues  |
| 4.2 | Participate in training courses and personal development as required |
| 4.3 | Undertake such duties as may be required in terms of the Health and Safety at Work etc. Act 1974 and other health and safety legislation |
| 4.4 | Responsible for compliance with AHA policies, procedures and financial regulations at all times |
|  |  |
| 4.5 | Undertake such delegated duties as may be decided by the Association and as may be required by your manager or director. |

April 2022