PERSON SPECIFICATION

Business/Data Analyst

*This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection.*

*To assist us in the process, please ensure that your completed application form demonstrates your ability in meeting these attributes.*

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| **CRITERION** | **Essential**  **(must have)** | **Desirable**  **(good to have)** |
| **QUALIFICATIONS and TRAINING** | | |
| * Degree level qualification in a technical, analytical or business discipline * Evidence of further professional development | **** | **** |
| **EXPERIENCE (PAID and/or UNPAID)** | | |
| * Experience of Power BI * Knowledge of SQL Server Reporting services and SQL Server Report Builder * Experience of process improvement techniques, including process mapping * Experience and understanding of continuous improvement concepts and practices * Relational Database Management systems, specifically Microsoft SQL Server Database administration * Success in leading, designing and delivering outcomes of projects | ****  ****  **** | ****  ****  **** |

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| **CRITERION** | | **Essential**  **(must have)** | **Desirable**  **(good to have)** | |
| **SKILLS and ABILITIES** | | | | | |
| Can prioritise and organise workloadFirst class verbal and written communication skills including report writing and presenting to a range of audiencesExcellent IT skillsHighly proactive and ability to work under own initiativeAn analytical and innovative approach to problem solving with the ability to respond appropriately to a variety of situations  * Project Management skills and experience * Able to communicate effectively with people at all levels in an organisation (assessed at interview) | ****  ****  ****  ****  ****  **** | | | **** | |
| **KNOWLEDGE** | | | | | |
| * Be able to write code in SQL / T-SQL * Knowledge of how ICT systems support customer service delivery and service improvement * Significant knowledge of analyst frameworks, business processes, process mapping and business requirements methodologies * Relevant legislation and regulation * Working knowledge of the rationale for channel shift and digitalisation * Understanding of the context, drivers and risk with which Housing Association and charities operate, including governance, policy and regulation * Knowledge and understanding of Microsoft Power Platform | ****  ****  **** | | | ****  ****  **** | |

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| **CRITERION** | **Essential**  **(must have)** | **Desirable**  **(good to have)** |
| **VALUES and ATTITUDES** | | |
| Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvementCustomer and outcome focussedHas a positive and ‘can-do’ attitudeIs committed to values of Work Together, Open to change, Respect, Kindness and SocialConfident in own skills and abilities and able to work as part of a team and on own initiativeUnderstands and is committed to equal opportunities | ****  ****  ****  ****  ****  **** |  |
| **OTHER REQUIREMENTS** | | |
| Flexible approach to work ensuring deadlines are metFriendly and supportive approach when dealing with others | ****  **** |  |