

## Role Profile

<b>Role</b>	Asset Data Analyst	<b>Directorate</b>	Built Environment
<b>Reporting to</b>	Head of Asset Management	<b>Responsible for</b>	

### Overall purpose of the role

To manage and maintain the data held within our asset management system, develop programmes of works, manage stock condition survey processes and projects manage the implementation of a new asset management software solution.

Lead the operational implementation of any new asset management software solutions or associated systems

Lead on updating and developing the Asset Investment Model (A.I.M). Ownership for accessing and fully utilising all systems employed, deployed, and adopted; inputting, interrogating, tracking performance and identifying issues,

To provide and take ownership of allocated clerical and general administrative support tasks for the Asset Management Team and across Built Environment generally as required, including responsive repairs, development, compliance, etc.

### Key Deliverables

Maintenance and delivery of high-quality data and integrity within the asset management software

Working with key colleagues in Built Environment to generate and dovetail information as required to complete business processes around stock performance, the estate, planned works programmes including compliance work streams.

Gather, understand, and document detailed business information using appropriate tools and techniques, providing property management intelligence that will enable Estuary to progress both external and internal projects.

Design and implement database technologies, as well as translate large datasets into meaningful reports and communicate this confidently to all stakeholders.

### Role responsibilities and accountabilities

<b>Strategy</b>	Prepare information and contribute to the <ul style="list-style-type: none"> <li>Asset Management Strategy</li> <li>Consolidation Strategy (Disposals and Growth)</li> <li>Repairs Policy &amp; Standard</li> <li>Data Strategy</li> <li>Corporate Strategy</li> </ul>
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	<ul style="list-style-type: none"> <li>Customer Strategy</li> </ul>
<b>Governance and regulation</b>	<ul style="list-style-type: none"> <li>Compile information for the accurate recording and reporting of compliance with the Decent Homes Standard.</li> <li>Contribute to the compilation of data for the annual Statutory Regulatory Return</li> <li>Assist in robust process for the disposal of homes to meet the requirements of the Regulator of Social Housing (RSH)</li> <li>Ensure compliance with Estuary's equality and diversity, health and safety policies and general data protection regulations.</li> <li>Adhere to the Associations other policies and procedures, ensuring standards and targets are met.</li> </ul>
<b>Functional responsibilities and core specialisms</b>	<ul style="list-style-type: none"> <li>Overall responsibility for inputting and ensuring high quality stock data and integrity is maintained within the asset management system, AIM and other asset data systems. Develop and enhance in conjunction with T&amp;C initiatives.</li> <li>Stock condition survey data validation and checking correct input into the asset management system.</li> <li>Lead liaison with and providing data to internal and external auditors regarding Data Integrity and provided historical and reporting functions on compliancy audits.</li> <li>Development of reporting from the asset management software and other related systems through tools such as sequel server reporting.</li> <li>Undertake audits and quality checks of the data held in the system to include scrutinising and making recommendations for improvements.</li> <li>Manage the day-to-day running of the Built Environment void disposal programme.</li> <li>Project managing the stock condition survey programme to include scheduling the Stock Condition Surveyor time and producing monthly KPIs around performance.</li> <li>Ensuring that completed capital works programmes, repairs improvements and major works voids are robustly fed back to the asset management system.</li> <li>To extract data to assist with the production of the major works programmes.</li> <li>Complete option appraisals for the property disposal programme and present findings to the AMG and/or Executive Team for approval.</li> <li>Produce reports highlighting trends, high spend or high future spend profiles to assist with the Association's disposal programme.</li> <li>Create data dashboards, graphs and visualisations to frequencies required by the business and produce Asset Management team KPIs.</li> <li>Develop and maintain lean processes and procedures for updating of completed works, survey data and other system related procedures</li> <li>Work with the IT and Finance teams to ensure sufficient controls and measures are in place with regards to asset management software and the Association's financial regulations.</li> <li>Ensure new properties are added to the asset management system and appropriate elements are included for programmes of works in conjunction with Development, including component warranty information.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Updating the Asset Management page on the intranet and Estuary's website working with the Communication Team.</li> <li>▪ Assist in the analysis of property stock condition data supplied by third parties which Estuary may wish to purchase.</li> <li>▪ Engage with key stakeholders in Estuary teams including Housing Management, Finance, Care &amp; Support and contractors to ensure accurate business information is available.</li> <li>▪ Attend user group and other meetings, internal and external, as required.</li> <li>▪ Undertake such other duties as may be reasonably required.</li> </ul>
<b>Finance, budget, and resources</b>	<ul style="list-style-type: none"> <li>▪ To assist in the preparation of the annual departmental budget particularly through advice on stock condition matters.</li> <li>▪ Assist with component accounting and business planning requirements and extracts in conjunction with Finance.</li> <li>▪ Work with the business on varied projects including developing new ways of working, segmenting and optimising the business; and in supporting future development of system interfaces.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ To observe and promote the Association's published policies and procedures, in particular those relating to Health and Safety and Equal Opportunities.</li> <li>▪ Actively participate in service improvement initiatives whilst continuing to deliver a first-class customer service to our internal and external customers.</li> <li>▪ Participate in a climate of continuous learning and customer service and operational improvement.</li> <li>▪ Participate in a climate of continuous learning and customer service and operational improvement.</li> <li>▪ "Can do", proactive attitude, seeking innovative solutions.</li> <li>▪ Ensure all work is aligned to the vision and values of Estuary.</li> <li>▪ To carry out such reasonable duties as may be instructed/delegated by the Head of Asset Management or Assistant Director of Property Services.</li> </ul>

#### Role contacts

Key internal contacts are:

- Built Environment Leadership Team
- Communications Manager
- Customer Services Management
- Finance Team
- ICT Team
- Staff across the organisation

Key external contacts:

- Stakeholders
- Contractors
- Customers

Person specification	
<b>Role</b>	Asset Management Data Analyst
<b>Area</b>	<b>Requirements</b>
<b>Qualifications/ Education</b>	<ul style="list-style-type: none"> <li>▪ Essential <ul style="list-style-type: none"> <li>- HND/Degree level or equivalent and significant experience in undertaking a Data Analyst or Data Quality Officer role.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Desirable           <ul style="list-style-type: none"> <li>Higher qualifications in housing, property, finance, ICT or similar relevant qualification or equivalent experience.</li> <li>Microsoft Certification.</li> </ul> </li> </ul>
<b>Skills / Knowledge</b>	<ul style="list-style-type: none"> <li>Stock condition databases and stock performance modelling tools, repair &amp; maintenance systems, such as Northgate, Keystone, APEX, ARK, Saville's APE, etc.</li> <li>SQL/Access databases and structure.</li> <li>Transferable knowledge to associated data engines, interfaces, e.g., BARIS.</li> <li>Advanced Excel and sound working knowledge of using Microsoft Office 365 packages and other databases and email.</li> <li>Proficiency in the use and management of complex relational databases with excellent analytic and numerical skills, and ability to quickly.</li> <li>Ability to examine data critically to extract meaningful insights.</li> <li>Ability to use tools such as Excel to manipulate and interpret data.</li> <li>The ability to communicate findings clearly to non-technical colleagues.</li> <li>Property maintenance planning and asset management in a Housing environment.</li> <li>An appreciation of financial processes relating to property Asset Management.</li> <li>Awareness of investment and options appraisal processes.</li> <li>Ability to work collaboratively with colleagues, contractors, residents, and partners.</li> <li>Ability to solve problems and make analytical judgements and decisions.</li> <li>Experience working in a property team in Social Housing or Local Authority environment.</li> <li>Knowledge of relevant legislation such as Decent Homes, Landlord and Tenant Act and HHSRS.</li> <li>Ability to understand, identify and respond to the needs of customers.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Production of KPIs, forecasting works and budgets and management information.</li> <li>Property maintenance or asset management or similar technical background.</li> <li>Utilising and administering complex databases.</li> <li>Database configuration &amp; maintenance.</li> <li>Customer excellence in Relationship Management.</li> <li>General understanding of business processes.</li> <li>Demonstrable experience of project management and project management tools.</li> <li>Experience of applying core analytical and problem-solving skills.</li> <li>Report presentation, both written and verbal.</li> <li>Experience of process improvement.</li> <li>Experience of managing budgets.</li> <li>Experience of tablet / handheld technology.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>Ability to manage and prioritise own workload to take account of conflicting and changing demands and to meet agreed deadlines.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ability to meet and demonstrate the Estuary values of Respect, One Estuary, Accountable and Responsible.</li> <li>▪ Able to operate as part of a team or on own initiative requiring minimal supervision or assistance.</li> <li>▪ Ability to prioritise.</li> <li>▪ Creative problem solving, analytical and research skills.</li> <li>▪ Excellent attention to detail.</li> <li>▪ Information seeking and curiosity.</li> <li>▪ Confidence &amp; Resilience.</li> </ul>
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### Standard Accountability Statements

1. Health and Safety: The post holder must comply with the Association's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must cooperate with management in all respects for the full implementation of the Health and Safety Policy.

2. Equality and Diversity: At Estuary Housing Association we value inclusiveness and we are committed to embedding equality and diversity at the heart of our work. We aim to be an inclusive organisation, where individual differences are respected, where staff, people who use services, as well as their families and carers, are treated with dignity and on the basis of their merits, abilities and needs, and where everyone has a fair opportunity to fulfil their potential without suffering discrimination or disadvantage. The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

3. Data Protection:

#### For employees:

All employees have a responsibility to ensure their activities comply with the Data Protection Act 2018. The postholder must abide by the Association's Data Protection policy and other procedures designed to protect the confidentiality of information held about tenants, those who use our services, staff or others.