

## Recruitment Pack



### Data & BI Architecture Lead



Permanent  
36.25 hrs per week  
(will consider job share)



£60,154 Per Annum  
(FTE based on 36.25 HPW)



Hybrid working – mixture of home and  
office working, with a work base of  
Carlisle, Newcastle, Workington offices



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# Our Organisation

## Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 300 staff, and own and manage more than 7,400 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

## Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,  
Development Officer**

*I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.*



**Olivia Day, Lettings & Neighbourhoods Officer**

*The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.*



**Chris Clarke, Senior Surveyor (Compliance)**

*I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.*

## Staff Survey Results- October 2024

**100%**

I am committed to the success of CCHA

**93%**

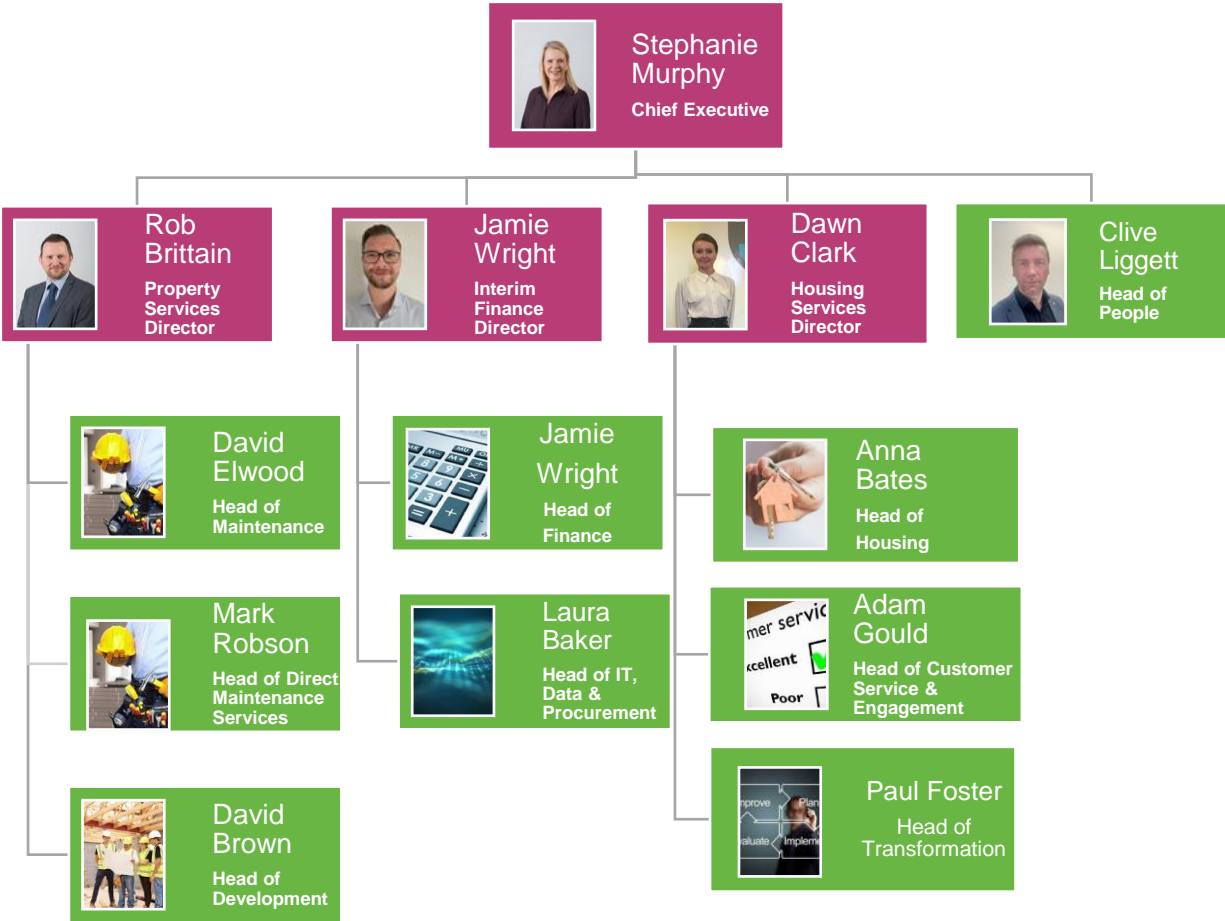
I feel proud to work for this organisation

**94%**

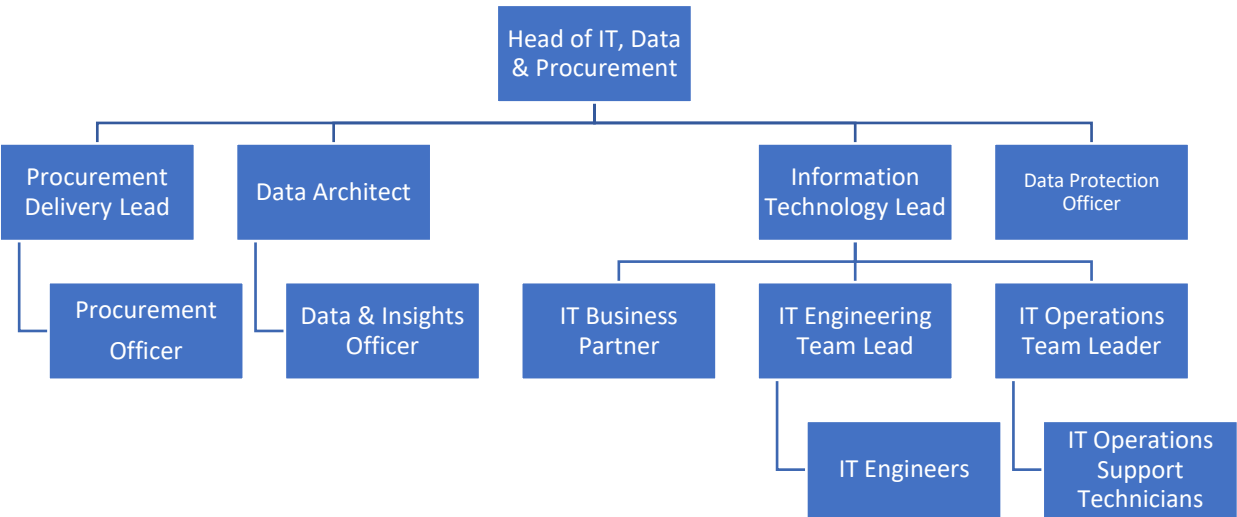
I think CCHA is a good place to work

# Our Team

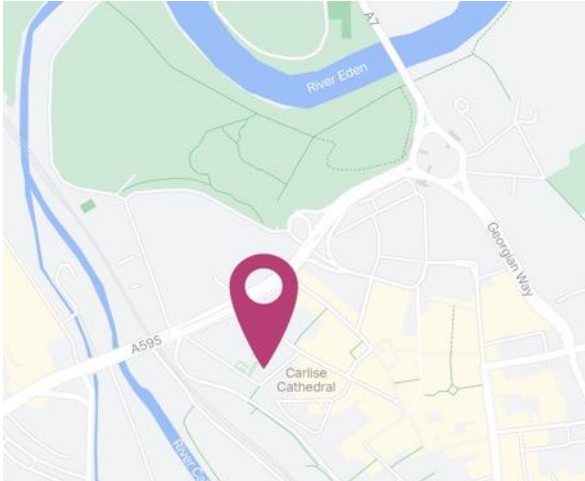
## Organisational Overview



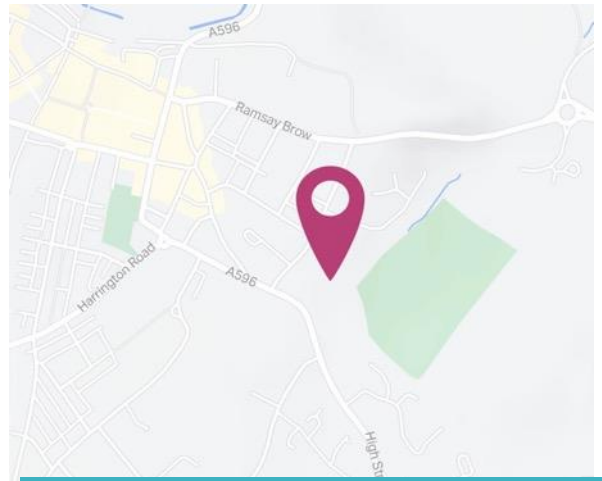
## IT, Data & Procurement Overview



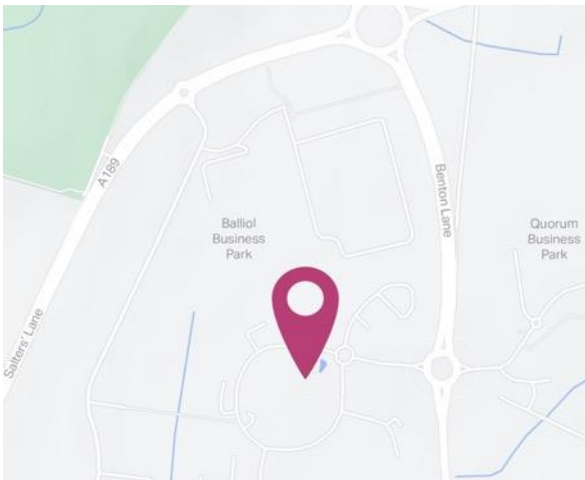
# Office Locations



5 Paternoster Row, Carlisle  
CA3 8TT



Stoneleigh, Park End Rd, Workington  
CA14 4DN



Arcadia House, Balliol Business Park,  
Newcastle upon Tyne NE12 8EW

**Hybrid working –  
mixture of home and  
office working, with a  
work base of Carlisle,  
Newcastle, or  
Workington offices**





# Letter from Head of IT, Data & Procurement

## Role Data & BI Architecture Lead

Dear Applicant,

I'm really pleased that you're considering the role of Data & BI Architecture Lead here at Castles & Coasts Housing Association (CCHA). This is a full-time (36.25 hours), permanent position with a salary of £60,154 per annum. The role can be based at one of our offices in Carlisle, Newcastle, or Workington, with flexible hybrid working arrangements in place.

This is a pivotal role at CCHA and a unique opportunity to lead and shape our data strategy. You'll be joining a forward-thinking organisation that places high value on the power of data to improve decision-making, service delivery and outcomes for customers. As part of the IT, Data & Procurement team you'll work right at the heart of innovation and organisational change.

We're looking for someone with a strong vision for how data architecture and business intelligence can drive performance, who can lead a talented team, and who thrives on collaboration. You'll be responsible for developing scalable data models, overseeing the Power BI environment, and embedding data governance best practices across the business. If you're passionate about turning complex data into insight-led action and enjoy influencing strategy and fostering data-driven culture, then this could be your next great move.

If this sounds like the kind of challenge you're ready to take on, I'd really encourage you to explore the recruitment pack and apply. To apply for this role, you will need to complete our online application by clicking on the apply button on the vacancy listing on our website.

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage [CCHA Privacy Notice for employees, job applicants and Board Members](#).

**Closing Date: Sunday 20<sup>th</sup> July 2025 (candidates are encouraged to apply early).**

**Interviews to be held: Thursday 24<sup>th</sup> July 2025.**

Should you have any questions, feel free to contact us at [recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk).

I look forward to reading your application.

Laura Baker

Head of IT, Data & Procurement  
Castles & Coasts Housing Association

# Role Profile

## Job Description

**Job Title:** Data & BI Architecture Lead

**Responsible to:** Data & Insights Officer

**Purpose of Job:**

The Data & BI Architecture Lead will lead the delivery and continuous improvement of Castles & Coasts' data strategy, ensuring the organisation's data architecture and business intelligence capabilities enable effective, data-driven decision-making. This role will manage and develop the Business Intelligence team, fostering a culture of curiosity, innovation, and excellence in data insight and reporting.

As a key strategic influencer, the postholder will design and oversee scalable BI solutions—spanning workspaces, data models, dashboards, and reporting tools—ensuring alignment with organisational goals. They will act as a central advisor to the Data Governance Group, championing data quality, architecture standards, and best practices across systems and teams. Through clear and compelling communication of data narratives, they will support stakeholder engagement and continuous service improvement across Castles & Coasts.

**Key Responsibilities:**

- Lead the delivery, evolution, and governance of Castles & Coasts' Data Strategy, ensuring alignment with business objectives and sector best practices.
- Define and maintain enterprise data architecture standards, including data modelling conventions, integration patterns, and metadata management frameworks.
- Lead, coach, and develop the Business Intelligence team to deliver high-quality, insight-driven services across the organisation.
- Foster a culture of data curiosity and innovation by championing the value of insight, causality, and data trends for continuous business improvement.
- Translate complex data into clear, compelling narratives and visualisations that support strategic decision-making and stakeholder engagement.
- Explore and introduce appropriate machine learning and advanced analytics capabilities to support predictive insight and proactive business action.
- Lead and support data-focused projects and process improvements, including requirements gathering, data flow architecture, testing, documentation, and change control.
- Act as a key advisor to the strategic Data Governance Group, working collaboratively with Data Custodians, Stewards, and other stakeholders to continually enhance data quality and governance maturity.

# Role Profile

## Job Description

### **Operational Responsibilities:**

- Oversee the development, administration, and optimisation of the organisation's Power BI environment, including workspaces, reports, dashboards, dataflows, and refresh schedules.
- Enhance business insight capabilities by identifying analytical opportunities, translating business needs into BI solutions, and delivering meaningful outcomes.
- Ensure robust quality assurance practices across BI products, including structured testing, validation, and stakeholder sign-off prior to release.
- Lead the resolution of data and BI-related issues, acting as an escalation point for complex technical or architectural challenges.
- Develop and deliver accessible training, guidance, and self-service resources to build data literacy and user capability across the organisation.

### **Business Intelligence & Data Services:**

- Design, develop, and deliver robust, scalable, and maintainable BI solutions, including semantic models and analytical outputs, that support informed, data-led decision-making.
- Apply best-practice data modelling techniques to enable reusable data assets and ensure consistency, accuracy, and business value.
- Act as a bridge between IT and operational teams to ensure a shared understanding of data requirements, architecture principles, and BI objectives.
- Facilitate data-focused workshops, discovery sessions, and collaborative design processes to surface and refine business needs.
- Provide analytical input and data architecture support to business cases, transformation initiatives, and strategic projects.
- Oversee the accurate and timely submission of statutory and benchmarking performance returns to regulatory bodies and stakeholders.

### **Generic Responsibilities:**

- Be an active and visible member of the IT, Data and Procurement team, contributing to collective leadership, collaboration, and innovation.
- Identify and manage risks related to data architecture, BI operations, and service delivery within your area of responsibility.
- Collaborate cross-functionally to deliver on corporate priorities and ensure the alignment of data initiatives with wider business goals.
- Drive continuous improvement by promoting best value and the effective use of technology and data across the Association.
- Uphold and promote the Association's policies, procedures, and values, including equality and diversity, health and safety, and excellent customer service.
- Positively represent the Association's objectives and support external engagement.
- Ensure compliance with CCHA's Financial Regulations, Code of Conduct, and relevant legislation.
- Meet the requirements of relevant external regulators, including data-related governance and performance standards.
- Undertake any other reasonable duties as required to support the objectives of CCHA.



# Role Profile

## Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none"><li>• Microsoft Certified: Power BI Data Analyst Associate or equivalent certification.</li></ul>	<ul style="list-style-type: none"><li>• Degree (or equivalent work experience) in Computer Science, Data Science, or related discipline.</li><li>• Professional certification in data architecture, analytics, or cloud (e.g. Azure, TOGAF).</li></ul>
Experience, Knowledge, Understanding	<ul style="list-style-type: none"><li>• Experience in developing and delivering Data Strategy.</li><li>• Experience in defining and implementing enterprise data architecture, including data modelling, integration, and metadata management frameworks.</li><li>• Experience of leading, developing, and motivating staff.</li><li>• Experienced in stakeholder management, influencing, business partnering.</li><li>• Strong experience and knowledge pertaining to developing Power BI dashboards and reports.</li><li>• Practical experience in data modelling, engineering, data flows &amp; data warehouse management.</li><li>• Robust SSRS / SSIS skillset</li><li>• Experience of requirements gathering practices.</li><li>• Experience in using data to problem solve and recommend improvements.</li><li>• Experience in promoting and enabling data driven decision making.</li><li>• Understanding of data validation, report testing, and release management.</li><li>• Understanding of data governance principles, roles (e.g. data owners, stewards), and maturity models.</li><li>• Experience with cloud-based data platforms.</li><li>• Demonstrates a passion for technology and innovation.</li></ul>	

# Role Profile

## Person Specification

	ESSENTIAL	DESIRABLE
Technical & Professional Skills	<ul style="list-style-type: none"><li>• Strong proficiency in SQL for querying, transformation, and performance optimisation.</li><li>• Experience with SSRS/SSIS for ETL and reporting in legacy environments.</li><li>• Deep knowledge of Power BI (data modelling, DAX, report design, administration).</li><li>• Proficiency in Microsoft Power Platform (Power Apps, Power Automate, Power Query).</li><li>• Familiarity with Azure services such as Azure SQL, Azure Synapse, and Azure Data Factory.</li><li>• Competence in MDAX/DAX and building semantic models for enterprise BI solutions.</li><li>• Advanced skills in Microsoft Excel for analysis and data presentation.</li></ul>	
Integrity	<ul style="list-style-type: none"><li>• Accountable for own work and decisions.</li><li>• Works with openness and honesty.</li><li>• Demonstrates the Association's values and expected behaviours in their work.</li></ul>	
Customer Focus	<ul style="list-style-type: none"><li>• Shows customer focus in all activities.</li><li>• Demonstrates a 'can-do' attitude to providing services.</li><li>• Shows awareness of the commitment to value for money.</li></ul>	
Team Working	<ul style="list-style-type: none"><li>• Shows ownership for the team's priorities and actions.</li><li>• Works with colleagues to develop ideas and solutions.</li><li>• Shows consideration of wider organisational needs in their work.</li></ul>	

# Role Profile

## Person Specification

	ESSENTIAL	DESIRABLE
Relationship Building	<ul style="list-style-type: none"><li>Shows respect &amp; consideration for others.</li><li>Builds positive, collaborative relationships.</li><li>Helps to resolve conflicts and achieve positive outcomes.</li></ul>	
Communication	<ul style="list-style-type: none"><li>Writes clearly and concisely.</li><li>Speaks clearly and confidently.</li><li>Listens to and is open to the views of others.</li><li>Excellent interpersonal skills, including the ability to positively challenge.</li></ul>	
Adaptability	<ul style="list-style-type: none"><li>Anticipates and adapts flexibly to changing circumstances.</li><li>Generates innovative ideas and solutions.</li><li>Shows resilience to see things through.</li></ul>	
Performance	<ul style="list-style-type: none"><li>Maintains focused on key performance priorities.</li><li>Committed to improving services.</li><li>Reviews and reassesses own work and priorities.</li></ul>	
Developing	<ul style="list-style-type: none"><li>Evaluates own performance.</li><li>Self-aware and shows learning from feedback and experiences.</li><li>Takes action to develop self.</li></ul>	
Leadership	<ul style="list-style-type: none"><li>Provides strategic leadership across BI and data architecture functions.</li><li>Champions a data-driven culture across teams and senior stakeholders.</li><li>Leads by example, promoting innovation, accountability, and high standards.</li><li>Inspires colleagues to achieve goals</li><li>Passionate about the aims of the organisation.</li></ul>	
Other	<ul style="list-style-type: none"><li>Able to travel throughout the area of operations.</li></ul>	

# Terms and Conditions

The remuneration for the **BI and Data Architecture Lead (permanent)** role is:

£60,1541 per annum (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none"><li>• 36.25 hours per week (full time)</li><li>• Flexitime scheme in place</li></ul>
Pension	<ul style="list-style-type: none"><li>• SHPS Defined Contribution Scheme</li><li>• Employer contributions up to 8%</li><li>• Life Assurance (4x annual salary)</li></ul>
Annual leave	<ul style="list-style-type: none"><li>• 25 days per year plus bank holidays</li><li>• Increasing up to 30 days with five years' service</li></ul>
Additional benefits	<ul style="list-style-type: none"><li>• Hybrid Working Practices</li><li>• Induction programme and ongoing personal development</li><li>• Discretionary Corporate Performance Bonus Scheme</li><li>• Staff Savings Scheme</li><li>• Employee Assist Programme</li><li>• Health Cash Back Scheme (on completion of probation)</li><li>• Discounted gym membership (part of Health Cash Back Scheme)</li><li>• Long Service Awards</li><li>• Staff Forum</li><li>• Cycle to Work Scheme</li><li>• Company Sick Pay Scheme</li><li>• Family friendly policies with company pay schemes</li></ul>

Additional information about Castles & Coasts Housing Association is available on our website: [www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk)

# Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Friday 4 <sup>th</sup> July 2025.
Closing date for applications	Sunday 20 <sup>th</sup> July 2025.
Shortlisting applications	Monday 21 <sup>st</sup> July 2025.
Interviews	Thursday 24 <sup>th</sup> July.
Starting Date	Immediately upon receipt of satisfactory pre-employment checks and subject to notice period

Candidates must inform us as soon as they can if they are not available for interview on Thursday 24<sup>th</sup> July by emailing [recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk)

## How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CV's for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

If you need any more information about the position prior to applying, please email [recruitment@castlesandcoasts.co.uk](mailto:recruitment@castlesandcoasts.co.uk).

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.

## Criminal Record Check

**Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.**

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

## Acknowledgement

Your application will be acknowledged and treated with strictest confidence.





# Appendix 1

## Recruitment Advertisement

### Data & BI Architecture Lead

- **Carlisle, Newcastle or Workington**
- **36.25 hours per week**
- **Permanent**
- **£60,154 per annum (FTE based on 36.25 hours per week) + benefits package**

Do you thrive on turning complex data into actionable insight? Are you passionate about enabling data-driven decision-making across an organisation? If so, Castles & Coasts Housing Association (CCHA) is looking for a talented Data & BI Architecture Lead to join our IT, Data and Procurement team.

This is a high-impact leadership role where you'll be responsible for delivering and continuously evolving our Data Strategy. You'll lead a skilled Business Intelligence team, guiding the design of scalable BI solutions, building robust data models, and ensuring high-quality, accessible insight reaches the people who need it. Your work will enable smarter decisions and better outcomes for our colleagues and customers across the North of England.

We're looking for someone with hands-on experience in enterprise data architecture, data modelling, Power BI development, and governance frameworks. You'll need strong SQL skills, and ideally experience with SSRS/SSIS, Azure data services, and the Microsoft Power Platform. Just as important are your leadership qualities—someone who can inspire a team, engage with stakeholders, and drive a culture of data curiosity, integrity, and innovation.

CCHA is a values-led housing association managing over 7,000 homes across Cumbria, Northumberland, Tyne and Wear, and North Lancashire. We're committed to tackling the housing crisis and delivering excellent, efficient services for the communities we serve. You'll be joining a collaborative, forward-thinking team that's working to make a meaningful difference every day.

If this sounds like your next challenge, we'd love to hear from you. Please complete our application process and tell us how you can help shape the future of data and insight at CCHA. In return, you'll join a great organisation and an ambitious team with a shared purpose.

**Closing date for applications: Sunday 20<sup>th</sup> July 2025.**

**Interviews to be held: Thursday 24<sup>th</sup> July 2025.**



## **Castles & Coasts Housing Association**

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

**Call:** 0800 085 1171

[www.castlesandcoasts.co.uk](http://www.castlesandcoasts.co.uk)

