# Job Description
# Business Intelligence Analyst

| Salary Grade: | 9 | Job Family: | Technical Services |
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| Directorate: | Corporate Services | | |
| Department/Section: | Business Insights and Analytics | | |
| Reports to: | Business Insights Service Manager | | |
| Responsible for: | No direct reports | | |

## Job purpose:

As part of CKH's strategy to centralise performance reporting in order to provide 'one view of the truth', the overall purpose of the role is to provide analytical outputs which support the focus of the business on understanding its corporate, function, team and individual level performance across a wide range of disciplines and ensure that BI can support customer and business insight. This post will provide analytical review of outputs which draw upon insight data sources and supports with Managers and Directors in developing service planning, assessment and assurance information.

## Core responsibilities:

- To develop a suite of business intelligence reporting for CKH.

- To review existing corporate 'intelligence' needs and prioritise the development of future outputs with reference to key corporate objectives and identify opportunities to improve and evolve methods of reporting and analysis to ensure continuous improvement. To develop analysis to an agreed standard.

- Provide analytical outputs which support the focus of the business on understanding its performance across a wide range of areas and how business intelligence can support customer and business insight.

- To provide an analytical review of outputs which draw upon insight data sources and supports with Managers and Directors in developing service planning, assessment, business transformation and assurance information.

- To review existing databases of performance information and develop processes to deliver required information from source for future reporting, aligned to agreed standards

- To assist with the development and maintenance of quality data within application databases by applying analytical challenge to data integrity and by liaising with operational teams to

develop and advise on business processes as appropriate to ensure accuracy and quality of data.

- To support the development and implementation of an integrated approach to dashboard performance reporting throughout CKH which combines existing and future KPIs with predictive analytical techniques and migrates production of management information towards a central hub.
- Identify where predictive analytic techniques can be put in place to inform business planning.
- Explore opportunities for a data science approach to manage big data to drive the organisation's decision-making.

## Key relationships:

The post holder will work across the whole organisation developing solutions to performance reporting in conjunction with the IT Service Delivery Team, operational database owners, Service Managers and Directors. The post holder will work closely with the other members of the Business Insights and Analytics Team. They will take project direction from the Directors' Team.

## Dimensions:

- At the present time, there will be no direct line management responsibilities for the post, but there will be an expectation of mentoring and support to managers in development of appropriate reporting.

## Additional information:

None

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

| Person specification | | |
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| **Requirements** | **Essential Criteria** | **Desirable Criteria** |
| **Knowledge and experience** *Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular* | • Knowledge and experience of implementing performance management and | • Workflow management • Experience in the Social Housing sector. |

| Action | Commitment | Excellence | Integrity | Teamwork |
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| *regulations and procedures? What relevant experience is required?* | business insight applications into complex operating environments. <br>• Experience of developing business intelligence solutions is essential, as is experience of developing data visualisations in Power BI, or comparable Business Intelligence application. <br>• Knowledge and experience of using data visualisation tools. <br>• A demonstrable track record of improving corporate intelligence and delivering results. <br>• Knowledge of statistical techniques to measure results and show key trends. <br>• Experience of using predictive analytics. <br>• Knowledge and experience of data science techniques for handling large and complex data sets. | • Experience of the QL Housing Management System <br>• Experience of developing machine learning models. <br>• Experience of using Microsoft Azure |
| **Skills and abilities** <br>*Describe the skills and abilities required to do the job effectively* | • Expertise in SQL scripting to extract data from corporate systems. <br>• SQL and PowerQuery to build corporate data models in PowerBI DataFlow which can be shared by various reporting outputs. <br>• DAX knowledge and data visualisation skills to build Power BI reports, dashboards and Apps. <br>• Build paginated reports in | |

| Action | Commitment | Excellence | Integrity | Teamwork |
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| | Microsoft Report Builder. | |
| | • Ability to interpret relevant information, analyse complex data, and come to well-informed conclusions. | |
| | • Ability to manipulate, analyse and synthesise data using different sources to create customer-led, data driven reports and high impact presentations. | |
| | • Ability to communicate clearly and concisely, verbally and in written form with colleagues at all levels, both internally and externally. | |
| | • Ability to work with, influence and negotiate with senior employees and managers in order to affect change and where appropriate challenge constructively. | |
| | • Ability to analyse user and business needs. | |
| | • Ability to advise managers and directors, as well as manage projects, from inception to post-implementation review. | |
| | • Ability to work under pressure to challenging timelines whilst demonstrating the ability to prioritise and communicate those priorities appropriately. | |
| | • Ability to create and support a learning culture for the organisation. | |

| Action | Commitment | Excellence | Integrity | Teamwork |
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**Personal behaviours and style**

We look for people who are committed to and demonstrate our core values of:

- **Action:** Getting things done while being accountable. *Delivering on objectives and taking responsibility for the service. A positive attitude.*
- **Commitment**: Putting customers first. *Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.*
- **Excellence:** Always striving to be the best. *Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.*
- **Integrity**: Honest and open in everything we do. *Maintaining our code of conduct and acting professionally at all times*
- **Teamwork**: Working together to deliver. *Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.*

| **Qualifications**<br><br>*Please state the level of education and professional qualifications and/or specific occupational training required* | • Highly numerate with a degree in a quantitative discipline or relevant experience. | Data Analytics Qualification |
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| **Additional requirements**<br><br>*Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends,*<br><br>*Must hold full current UK driving license Etc.* | • Willingness to work out of hours on occasion, as required by the role. | |

| **Document control:** | | |
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| **JD & Person Spec prepared by:** | *Hayley Thornhill* | **Date: 29/05/2019**<br>**Updated: 22/07/20** |
| **JD authorised by (Director):** | *Eddie Smy* | **Date: 03/06/2019** |
| **JD authorised by (HR):** | *Allison Long* | **Date: 06/06/2019** |
| **Date Evaluated (Paydata):** | *Joe Price* | **Date: 06/06/2019** |

| **Action** | **Commitment** | **Excellence** | **Integrity** | **Teamwork** |
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| JD & Person Spec prepared by: | Hayley Thornhill | Date: 04/11/2021 |
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| JD authorised by (HR): | Stacey Batterham (minor amends) | Date: 04/11/2021 |

| Action | Commitment | Excellence | Integrity | Teamwork |
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