

BI Performance Analyst

Don't just find a job. Feel it.



As our Business Improvement Performance Analyst, you'll help us turn data into meaningful insight that drives better decisions and better outcomes for our customers and colleagues. Sitting at the heart of our business improvement activity, you'll work closely with teams across the organisation to understand performance, identify opportunities for improvement and provide the intelligence needed to make informed decisions.

Connect with what you'll do

In the role you'll:

- ▶ Collate accurate, easy-to-understand monthly performance scorecard packs, sharing timely insight with our Leadership Team, Executive Team, RHP committees and the RHP Board, and the Co-op Homes Leadership.
- ▶ Record, advise on and act as a gatekeeper for all KPI definitions keeping our reporting catalogue up to date.
- ▶ Assist in property reconciliation activity, encouraging data owners to correct data. Use this expertise to aid in gathering information for the Statistical Data Return.
- ▶ Collate weekly corporate reports as needed for Executive colleagues, providing the required assurance over data integrity and evidence.
- ▶ Respond to internal and external requests for performance information, data, and insight.
- ▶ Maintain rigorous audit trails and evidence, respond to internal and external audit requests, and assist with inspections.
- ▶ Benchmark performance locally and nationally to assist in decision making, working with Housemark and other providers.
- ▶ Develop forecasting models such as for customer demand and business change.
- ▶ Identify data quality, modelling, transformation and storage issues and influence data owners to improve these in line with business requirements.
- ▶ Act as a subject matter expert on the Regulator's Tenant Satisfaction Measures, aiding in ensuring compliance with required standards.

BI Development:

- ▶ Deliver existing/develop new reports and dashboards via a business partnering approach.
- ▶ Establish a strong relationship with internal customers and gain a thorough understanding of business areas.
- ▶ Invest time to understand the sector and how the data can best be used.
- ▶ Partner with stakeholders to define and document requirements and business value.
- ▶ Translate requirements and specifications into specifications suitable to build reports from multiple sources.
- ▶ Complete data engineering, and prepare data for the report using Power BI through data sourcing, integration, preparation and transformation.
- ▶ Troubleshoot errors and inaccuracies, business logic failures and understanding challenges.
- ▶ Build scalable, and accurate Power BI reports, resolving anomalies.
- ▶ Ensure effective testing, sign off, release, scheduling, access and ongoing maintenance.
- ▶ Drive adoption through training and self-service enablement.
- ▶ Be a subject matter expert in data management and performance reporting.
- ▶ Contribute to the ongoing improvement of the organisation's data function.
- ▶ Challenge the internal customer on their thinking and proposals where alternative approaches/options may be more suitable.

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Knowledge of BI areas including ETL/ELT design, analytics, and reporting.
- ▶ Substantial experience using Power BI.
- ▶ Experience working with stakeholders in requirements analysis/gathering role.
- ▶ Detailed knowledge and understanding of SQL and data warehousing concepts.
- ▶ Knowledge of Azure Databricks and Azure Data Factory (or similar cloud-based data integration tools).
- ▶ Understanding of different types of data, including open and public data, administrative, corporate, and personal data.
- ▶ Strong analytical, conceptual, and problem-solving abilities with attention to detail.
- ▶ Knowledge of consumer research, survey design, statistical and sampling methods, or a qualification in research or statistics.
- ▶ Strong stakeholder collaboration & communication skills.
- ▶ Business Intelligence certifications, preferably related to Power BI.

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Ability to communicate complex and/or technical information to both technical and nontechnical audiences.
- ▶ Taking pride in being organised, prioritising tasks to meet deadlines.
- ▶ Being self-motivated, able to work within project and team-based environment and able to work without close supervision.
- ▶ Being a great team player and doing what it takes to keep the business moving forward.
- ▶ Working in a methodical way with excellent accuracy and attention to detail.
- ▶ Championing collaborative working across the organisation.
- ▶ Taking ownership and being tenacious to make things happen.
- ▶ Building trust by doing what you say you will.