Management Information Analyst
Chief Operating Office – Data Analytics Dept

Overview	
Role Purpose	NHG recognises the importance of Data in achieving its vision. The Management Information Analyst role offers an exciting opportunity for a candidate with strong data skills and experience in developing visualisations in Tableau and Power BI. These data skills will be accompanied by an ability to communicate persuasively and effectively at all levels at NHG, your work will drive NHG towards becoming a data led decision organisation, and will play a central role in the data transformation programme. You will work alongside teams across NHG, including technology teams. Your work will include supporting migrating Tableau to Power BI you will play a key part of this project. The role requires data specialism along with excellent analytical, communication skills and understanding of people, change and what we do (business and commercial). Your work will have an impact on our residents in our homes.
Responsible for	N/A
Reports to	Head of Analytics
Line management	N/A
Tier	7
Expectation Level	Colleague
Role relationships	
Internal	Staff at all levels

Role accountabilities

Lead

- Provides both technical and subject matter expertise on reports, and data sources.
- Responsible for writing (SQL) and interpreting reports that deliver intelligence to the operational business.
- Enables operational teams to focus on delivering great service by helping them to manage and navigate risk through assurance and provision of high quality and timely reporting and Business Intelligence.

  Drives performance and improvement by enabling businesses to understand their performance and identify opportunities for improvement, as well offering operational insight, analysis on key areas.

Programme

- Work collaboratively across the operational businesses to understand their priorities & needs.

Our Purpose in Data & Analytics is to support our colleagues in the operational businesses to succeed. In doing this we are helping make Notting Hill Genesis the best housing association in London.

Reporting

Role accountabilities

- Support the Management Information function to deliver Tableau and reporting requirements to the business to a high standard ensuring customer satisfaction
- Utilise Tableau and Power BI as the reporting and business intelligence tools for NHG, working with IT colleagues to maximise its capabilities
- Write technical scripts using SQL, working with IT to implement the scripts to extract and then review data.
- Work to support the businesses in making the most of their data, working closely with them to produce ad-hoc reporting requests, as required.
- Support the maximisation of WorkWise for all and for ad-hoc requirements from Housing for tableau builds and management information.
- Manage and maintain reports (ensuring good governance), ensuring ongoing reviews of reports to consolidate and archive

Tableau and Power BI Users

- Support self-service access to Tableau and management reporting, upskilling users and providing more detailed support where required.
- Support a Tableau Super User group, ensuring attendance and sharing of good practice, and data quality issues

Work with IT to maintain accurate data sources

- Deliver relevant work programmes, ensuring the standard of outputs is high, and relevant.

Data Quality

- Work to drive accuracy of data sources used within reporting, including periodic rationalisation.

Business intelligence

- Maintain knowledge of Big Data techniques, and deliver operational performance insight and analysis for Housing (in keys areas such as Welfare Reform, Income, Voids etc.), identifying risks emerging and opportunities.
- Work collaboratively across the operational businesses to understand their priorities and needs. Support and contribute to relevant streams of work to provide relevant solutions and support.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Essential	Desirable

Professional expertise (know how & experience)	
Essential	**Desirable**
• Experience of working collaboratively with a range of stakeholders in a business intelligence role; nurturing relationships, communicating effectively and delivering quality outcomes • Experience of delivering impactful business intelligence/information analysis in a demanding and complex environment/market • Experience of delivering end user reporting. Working with a range of internal technical partners, such as IT, on behalf of non-technical staff • Experience and knowledge of building reports to extract data from complex databases, preferably with an understanding of how NHG databases are structured - Northgate and Microsoft DCRM.	• Experience of agile project management practices.

Skills	
Essential	**Desirable**
• Strong analytical ability, including analysis of data sets. • Strong understanding of SQL Server, T-SQL, SSRS and Tableau to build visual reports and Business Objects reports, utilising SQL • Experience of writing, editing and running Business Objects • Excellent function writing skills in Microsoft Excel • Experience developing reports and dashboards in Tableau • IT proficiency to engage with IT technical stakeholders and contribute to an excellent Management Information service. Effective IT skills including basic/intermediate/advanced MS Office skill	

Qualifications and/or professional membership	
Essential	**Desirable**

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.