

Repairs performance and data analyst

Operations – Repairs

Overview	
Role Purpose	<p>Our purpose in data and analytics is to provide support to ensure the Notting Hill Genesis repairs supply chain deliver best commercial and service performance.</p> <p>Reporting directly to the Head of Repairs Contracts and Performance, the role sits within the performance and insight team which delivers the performance management framework, ensuring high-quality performance information is available across the organisation and that relevant regulatory and business specific requirements are met. The team supports colleagues to engage with performance information and provides advice and assurance on best practice and operational efficiencies.</p> <p>Performance and insight analysts go beyond reporting what has happened and put performance information in context, generating insights that will drive improvements. As the data explorers in the team, performance and insight analysts are an integral part of developing our insight offer and delivering more sophisticated analysis. They deliver data products which ultimately support operational colleagues to deliver better services for our residents.</p>
Responsible for	Delivery of analytical services and performance reporting for repairs.
Reports to	Head of repairs contracts and performance
Line management	None
Tier	Tier 7
Expectation Level	Team manager
Data persona	Explorer
Role relationships	
Internal	Colleagues at all levels across NHG, who are involved in, or impacted by, the delivery of repairs services.
External	External parties involved in the delivery of repairs and maintenance contracts.

Role accountabilities
<ul style="list-style-type: none"> • Deliver analytical services and performance reporting for repairs. • Continually monitor performance, highlighting risks and evidence appropriate improvements through data analysis • Assist with the implementation of repairs-based sector standard and NHG bespoke key performance indicators, monitoring compliance and identifying potential weakness.

Role accountabilities

- Work with internal stakeholders and contractors to ensure the robustness of repairs performance data.
- Deliver ad hoc insight and reports to support the director of repairs and head of repairs contracts and performance.
- Raise profile of performance across the department, supporting colleagues to engage with and understand performance data.
- Lead on conversations with internal stakeholders, providing constructive challenge on performance metrics and areas for improvement.
- Proactively highlight and manage risks related to performance reporting.
- Work to ensure NHG's compliance with any governance or regulatory requirements associated with repairs performance reporting.
- Work to deliver timely repairs performance information to all statutory and non-statutory partners, including regulators, local authority stakeholders, supply chain as well as established and potential partners.
- Design and deliver engaging data products, including dashboards and visualisations, that support colleagues to derive insights and improve performance.
- Maintain a detailed understanding of relevant business intelligence reports and data sources.
- Seek new ways to use and analyse our data, supporting the team to make decisions based on data.
- Provide complex analysis, insights, forecasts and predictions that support improvements for our residents, homes and places.
- Work with colleagues across the department to understand business priorities and challenges to inform delivery of reporting and insight.
- Use technical expertise to provide support to colleagues on excel, power query and power BI.
- Take ownership for performance and analysis work, ensuring it is accurate and timely.
- Lead relevant work programmes, ensuring that the standard of output is high, relevant and within resources.

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.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

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

Personal Specification	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of working with stakeholders to deliver operational performance KPIs. • Experience of working collaboratively with a range of stakeholders in a business intelligence role; nurturing relationships, communicating effectively and delivering quality outcomes. • Experience creating compelling dashboards, reports and data visualisations. • Experience analysing complex information and drawing conclusions that make a difference. • Experience leading projects or areas of work. • Experience of identifying and mitigating complex risks – requiring accuracy and attention to detail. 	<ul style="list-style-type: none"> • Experience of working in a Housing related environment and understanding of operations. • Good knowledge of repairs and housing management practices. • Knowledge of statistical analysis.
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Strong analytical ability, including analysis of data sets. • Excellent IT skills, including excellent function writing skills in Microsoft Excel, Power Query and Power BI. • Strong data story telling skills. • Excellent numeracy skills. • Excellent organisational skills, with the ability to deliver complex projects on time. • Excellent written and verbal communication and presentation skills. • Excellent problem-solving skills and ability to think creatively. 	<ul style="list-style-type: none"> • DAX
Qualifications and/or professional membership	
Essential	Desirable
N/A	

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 at **TEAM MANAGER** expectation level and therefore you should refer to the **TEAM MANAGER** 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.