

ROLE PROFILE

Data Analyst

Grade

F

Contract Type

Home Worker

Head of Data & Business Intelligence



Data Management Technical Lead



Data Analyst



Direct Reports (None)

Department

Corporate Services



Data & BI

Role Overview

As a Data Analyst within our Data and Business Intelligence Team, you will play a key role in supporting our mission to provide safe, affordable housing and exceptional customer service to our residents. You will be working alongside other data professionals to deliver and embed our Data Governance Framework and advanced Data Management capabilities to ensure data integrity and accuracy. In addition, you will be responsible for extracting, analysing, and interpreting complex data to provide valuable insights that drive evidence-based decision making across the organisation.

RESPONSIBILITIES

- Work with the Data and Business Intelligence team and YHG Data Community to develop and implement best practices for data governance and management across all YHG business areas.
- Lead/Support data governance initiatives and issue remediation, including data quality, data management, and data lifecycle processes.
- Ensure data is accurate, consistent, and reliable by performing regular data profiling and quality checks and reporting assurance levels to leadership teams.
- Develop, maintain, and enhance regular and ad hoc reports using SQL and other data analysis tools.
- Analyse datasets to identify trends, patterns, and opportunities to support strategic decision-making.
- Collaborate with internal stakeholders to define data requirements and deliver actionable insights.
- Act as a liaison between the Data and Business Intelligence Team and other departments, fostering a culture of data literacy and evidence-based decision-making.
- Translate complex data findings into clear, concise reports and presentations for non-technical stakeholders.
- Identify and recommend improvements to data processes and reporting methods to enhance automation, efficiency and accuracy.
- Stay updated with industry trends, tools, and best practices related to data analysis and governance and communicate these to the wider team using bulletins or similar, highlighting important themes or recommendations.

Our values



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

STRENGTHS

- ✓ Understanding of the importance of data as an asset, Data Governance / Data Management principles and how organisations use them to enable accurate analysis and insight services
- ✓ Analytical mind-set with a strong bias towards evidence-based decision making, working with business SMEs, and using data and metrics to tell a story, or set a context together
- ✓ Desire for consistency, standards and process-adherence, enjoyment in the work involved in achieving these through data dictionaries, glossaries, documentation and change control.
- ✓ Attention to detail, high standards of accuracy and the ability to deliver consistently to these in areas like data quality, technical documentation, and presentation of insights.
- ✓ Technically skilled in Data Analysis and process driven in its application, but with the ability to discover new value through exploration.
- ✓ Knowledge of core data principles, such as data types, classification, integrity, consistency, and data structures, such as relational databases, ETL/ELT, datasets, APIs

ESSENTIAL REQUIREMENTS

- ✓ Proven experience in a role involving data analysis or data management, with the ability to articulate the components/structures/roles and their purpose and importance in the wider framework.
- ✓ Strong proficiency in T-SQL for ad-hoc data discovery, selection, extraction, transformation, and analysis
- ✓ Ability to perform data profiling, data management, and instil data governance principles
- ✓ Proficiency in data visualisation and presentation tools (e.g. Excel, Power BI, Tableau, PowerPoint) with the desire to develop these skills further
- ✓ Excellent analytical and problem-solving skills, inquisitive and open-minded when looking at solutions or root cause analysis.
- ✓ Strong communication, stakeholder management and people skills, with the ability to convey data concepts or insights to non-technical stakeholders.

BENEFICIAL TO THE ROLE

- ✓ Experience in the social housing sector or a similar regulated environment.
- ✓ Use of predictive analytics tools and/or techniques to deliver predictive/prescriptive insights
- ✓ Degree in STEM subject or equivalent
- ✓ Understanding of GDPR and other data protection regulations.
- ✓ Familiarity with other data tools and programming languages (Microsoft BI Stack, Azure Synapse/Fabric, Collibra Data Governance, Informatica Data Quality).
- ✓ Relevant professional Certifications