



ROLE PROFILE

Job Title: Business Intelligence Analyst	Role Reports to: Performance, Quality Assurance and Technology Manager	Business Function: Various	Evaluated Tier:
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<p>Job Purpose: As a Business Intelligence Analyst for FIX360 you will routinely extract data from available sources and turn that data into information that allows multiple stakeholders to understand their current performance.</p> <p>You will work with the information you generate, and with other data and information sources, to actively identify opportunities for improvement in the performance of FIX360 teams, contracts and services.</p> <p>You will report on performance and improvement actively to key stakeholders and managers using a wide range of methods.</p> <p>The post holder will also act as a system administrator for some key FIX360 systems</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S knowledge • People development • Customer focus • Cost awareness • Future focus • Results focus • Problem solving & decision making • Process driven • Analytical • Data led
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<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. To develop routines to extract data from FIX360 systems 2. To use available data to generate timely, accurate and focussed performance information and reports
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3. Identify opportunities for performance improvements across the FIX360 business based on accurate data and information
4. Develop regular and bespoke performance and information reports for key stakeholders
5. Work with stakeholders to identify potential improvements in performance or processes
6. Use a broad range of methods to present information to key stakeholders on a regular basis and when required
7. To work with key stakeholders on improvement and development projects as and when required
8. To maintain and develop FIX360 systems including Accuserv, adding/removing users as and when required

	Essential	Desirable
Knowledge	<p>IT literate, experienced with Microsoft packages and highly proficient with Excel and Access</p> <p>Excellent Microsoft tSQL experience / knowledge</p> <p>Highly competent in Microsoft office and especially in Excel and Access, to preferably include power BI</p> <p>Knowledge of data mining and data analysis techniques</p>	<p>Knowledge of housing or repairs and maintenance</p> <p>Knowledge of ICT systems eg. Accuserve / opti-time.</p> <p>Knowledge of/ability to use tSQL</p>



<p>Skills</p>	<p>Very comfortable working with and understanding various sources of information and deriving own conclusions</p> <p>Highly numerate, with a desire for continuous learning and development</p> <p>Excellent communication with good written and spoken English language Skills</p> <p>High level mathematical and analytical skills</p> <p>Ability to use IT systems to extract and develop data</p> <p>Analytical in relation to mapping and improving interactions between business functions, customers and suppliers.</p> <p>Ability to turn complex data, into well communicated information that is presented to a wide range of people to achieve performance improvements</p>	
<p>Experience</p>	<p>At least 2 years' experience in an analytical</p>	<p>Mathematical/Computing background</p>



	<p>position</p> <p>Experience of working in a fast moving operations environment</p> <p>Experience of presenting complex data to multiple stakeholders in a format that allows them to easily use the data</p>	<p>Experience in using Dynamic AI reporting dashboard would be advantageous</p>
Qualifications/Education	<p>Degree level qualification in a related discipline</p> <p>English & Maths GCSE (or equivalent)</p>	

People Management Responsibility?	This post has no line management responsibility	
Budgetary Responsibility?	This post has no budgetary responsibility	
Key Relationships (internal/external)	<p>Ability to Identify, build, monitor and maintain constructive relationships with stakeholders.</p> <p>Internal</p> <ul style="list-style-type: none"> Managing Director 	



	<ul style="list-style-type: none"> • Head of Operations • Commercial Manager • Other Contract Managers • Operatives/Schedulers • Project Lead • H&S Manager • Functional Managers <p>Connected</p> <ul style="list-style-type: none"> • Client Representative • Contact Centre personnel • Procurement Manager • Key trade suppliers and subcontractors
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Safeguarding of Children Young people and Vulnerable Adults
 Fix360 on behalf of Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators



1. Timely and accuracy provision of reports and information
2. Site safety inspections

Date Role Profile Created/Updated:	March 2019		
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date