



## Data and Insight Analyst Role Profile

<b>Salary:</b>	£31,903 per annum
<b>Reporting To:</b>	Policy & Performance Manager
<b>Hours:</b>	35 hours, Monday to Friday
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>• Provide accurate up to date management and performance information for a range of audiences, ensuring single figures are reported and avoid duplication in KPI and other corporate intelligence</li> <li>• Work with the business to analysis data to identify trends, exceptions and develop insight for service improvement and channel shift</li> <li>• Implement controls to manage data quality and integrity</li> <li>• To advise and work with colleagues across THCH to develop a consistent, strong approach to business intelligence</li> <li>• Use analytical thinking to translate data into informative visuals and reports</li> </ul>
<b>Key Accountabilities</b>	<b>Key Deliverables</b>
<b>Reporting and analysis</b>	<p>Work with stakeholders across THCH to understand critical business issues, problems and questions and identify or develop the datasets and produce the insight needed to resolve them.</p> <p>Analyse customer accounts data to help inform income collection, officer activity, debt recovery action, efficiency savings and prevent arrears occurring.</p> <p>Specify, develop and run new reports and update existing ones using a variety of formats and software;</p> <p>Analyse performance management information and use data to drive improvement and contribute to proposals for remedial action</p> <p>Help managers and colleagues use reports and to develop and monitor performance targets.</p>

	<p>Undertake analytical projects to provide teams with actionable insight for service and performance improvement</p> <p>Undertake analysis of customer contact and transactions to support our channel shift activity and improve the customer experience</p> <p>Analyse, report on and make recommendations from benchmarked data</p> <p>Contribute to benchmarking exercises and information returns as required</p> <p>Liaise with other THCH staff to ensure that THCH records are up to date and accurate.</p> <p>Exception reporting to detect inaccuracies between data sets and prevent fraud</p>
<b>IT systems</b>	<p>Contribute to the development of IT and reporting systems</p> <p>Develop visual reports, dashboards and KPI scorecards using Power BI</p> <p>Act as a 'super user' for Orchard, Business Objects and other systems as required</p> <p>Support the development of excellent data governance and data management including maintaining interfaces with LBTH.</p> <p>Assist the implementation of systems, policies, procedures, guidance and supporting governance for those with responsibilities in data</p> <p>Support the evolving and expanding challenges in data.</p>
<b>Customer service</b>	<p>Take Ownership of customer issues to ensure best possible outcome</p> <p>Strive to ensure first point resolution to minimise hand offs and optimise customers experience</p> <p>Ensure a culture of open communication</p> <p>Committed to putting external and internal customers first, understanding their needs and expectations and achieving results.</p>
<b>Budgets and financial control</b>	<p>Promote a culture of value for money and sound financial practice within the role.</p>
<b>Risk Management and compliance</b>	<p>Actively assess and manage risk in areas associated with the post and make recommendations for actions to mitigate the risk and regularly monitor and review accordingly.</p>

	Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH
<b>General</b>	<p>To follow and actively promote THCH's diversity and inclusion strategy.</p> <p>To work flexibly, attending evening meetings or events when needed</p> <p>No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation</p>

### **Role related knowledge, skills and experience on recruitment**

- Educated to degree level or equivalent (preferably in relevant field) plus at least grade B in Maths and English GCSE or qualified by experience.
- Experienced in working with complex databases and producing quality reports
- Knowledge of Business Objects or other reporting software tools desirable
- Strong data analysis skills and attention to detail
- Ability to formulate clear and concise insights and recommendations based on large amounts of data.
- A good understanding of statistical concepts
- Strong IT skills, especially Excel
- Experience of translating large amounts of complex data into simple / meaningful reports
- Confident communicator with strong written and verbal communication skills to convey insights across various stakeholders
- Excellent organisational and planning skills
- Eagerness to learn and develop new skills
- Commitment to THCH core values
- Ambitious, target-driven and able to work at pace

### **Core Values**

<b>O</b>	Open	• being transparent, sharing information in a clear and honest way
<b>P</b>	Partnership	• recognising the importance and added value that comes from working together
<b>I</b>	Integrity	• being fair, honest and respectful to others
<b>I</b>	Inclusive	• recognising, valuing and celebrating the differences between people
<b>E</b>	Empathy	• identifying with a customer's feelings and having respect for alternate points of view

<b>Core Competencies</b>	<b>You are considered effective when you:</b>
<p><b>Delivering excellent services</b></p> <ul style="list-style-type: none"> <li>- You focus on getting it right first time, actively looking for better ways to deliver a quality service.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage customers to determine the options and solutions that best meet their needs</li> <li>• Work to understand the diverse needs and expectations of customers</li> <li>• Ensure quality standards are set and monitor progress to ensure high quality services are delivered</li> <li>• Monitor and evaluate satisfaction levels and service performance and seek to improve services</li> <li>• Anticipate potential problems and initiate ways to overcome them</li> <li>• Proactively look at the services delivered and suggest ways in which it can be improved</li> <li>• Welcome and actively use new technology to deliver the service</li> <li>• Take ownership of issues and problems</li> </ul>
<p><b>Communicating effectively</b></p> <ul style="list-style-type: none"> <li>- You adapt your style of communication with different people and in different situations to ensure mutual understanding.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate clearly and directly in a way that meets the needs of the recipient</li> <li>• Check understanding and re-present or information to correct any misunderstandings or mistakes</li> <li>• Ask the right questions in the right way to clarify meaning</li> <li>• Understand and work to reduce barriers to effective communication</li> <li>• Listen actively to others, understand and respond to key messages</li> <li>• Demonstrate openness in sharing information and keeping people informed</li> </ul>

<p><b>Working effectively</b></p> <ul style="list-style-type: none"> <li>- Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money.</li> </ul>	<ul style="list-style-type: none"> <li>• Manage own work to deliver on time and considers the impact on others when prioritising tasks</li> <li>• Ensure systems are in place to manage workload efficiently and effectively</li> <li>• Meet THCH agreed performance standards, thinking ahead and identifying any problems in doing so</li> <li>• Take ownership to complete assigned tasks/projects independently and with guidance when required</li> <li>• Understand and work to achieve the aims of the team/department and monitor progress regularly</li> <li>• Use initiative in suggesting ideas for improving service quality and value for money</li> <li>• Freely share knowledge and information with others across the organisation</li> <li>• Manage own development and performance and provides information and support to assist the development of others</li> </ul>
<p><b>Working with others</b></p> <ul style="list-style-type: none"> <li>- You understand your impact on, and how to work with, others. You share ideas and experience to achieve objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive in building rapport with colleagues and external customers and stakeholders, respecting other people's values, views and opinions</li> <li>• Cooperate and work effectively as part of a team</li> <li>• Share and implement good work practice across team and departmental boundaries</li> <li>• Understand how your job contributes to the team, service and organisation objectives and can describe this to others</li> <li>• Work to effectively resolve differences with colleagues</li> <li>• Support others by sharing information, knowledge and experience and promote organisational learning</li> </ul>

**Updated: March 2021**