

JOB DESCRIPTION

JOB TITLE:	Data Analysis and Insight Manager
DEPARTMENT:	Data and Research
REPORTS TO:	Data Analysis and Insight Team Manager
MANAGES:	None
LOCATION:	HouseMark office or Homeworking

Note: This post will involve some travel throughout the UK and the post holder will from time to time be required to stay away from home for short periods.

MAIN PURPOSE OF POST

Manage benchmarking and other standard data services for a portfolio of HouseMark subscribers, delivering insight and value which drives performance improvement for members.

MAIN DUTIES

1. Pro-actively support a portfolio of members across all elements of the benchmarking and data cycle. This includes:
 - ensuring timely and accurate data submissions
 - providing data entry support
 - validation and assurance to ensure data meets the required quality standards
 - insight and analysis
2. Deliver high quality tailored feedback sessions that add value and insight to members, bringing data to life to enable meaningful action and improvements to be implemented.
3. Support the development and implementation of new and/or upgraded benchmarking and other standard data services in liaison with HouseMark staff, associates, IT contractors and other organisations.
4. Gather customer intelligence in the course of carrying out day-to-day activities and share with the rest of the organisation as appropriate.
5. Maintain a commercial approach to service delivery and seek to generate consultancy and sales leads while carrying out day-to-day activities.
6. Deliver chargeable project work on behalf of the Consultancy team as required.
7. Conduct training for HouseMark staff and associates on how to use live benchmarking and other standard data services and behind the scenes administration tools.
8. Attend HouseMark and external events as appropriate, including making occasional presentations. Organise and deliver data workshops and user forums as required.

9. Undertake the validation and audit of customer data in accordance with HouseMark's procedures.
10. Assist customers in designing appropriate peer groups for benchmarking comparisons.
11. Contribute to, and on occasion take responsibility for the on-going improvement and development of HouseMark's data service.
12. Contribute to, and on occasion lead on the production of sector insight reports which utilise HouseMark data and other relevant sources.
13. Undertake data analysis, produce reports and present findings to members and external audiences.
14. Contribute to, and on occasion take responsibility for the review, updating and management of inputs, output and outcome measures within live benchmarking and other data products.
15. Contribute to, and on occasion take responsibility for the review, updating and management of key benchmarking and other standard data product documentation for users and staff.

Corporate responsibilities

19. Comply with the company's health and safety policy and procedures and to take reasonable care, to the best of their individual knowledge and ability, to avoid injury to themselves and to others by acts or omissions in their work.
20. Undertake any other duties that are consistent with HouseMark's expectations for this level of post.
17. Work collaboratively and communicate effectively at all levels across HouseMark, to ensure that all relevant teams are always appraised of the latest customer intel and are putting customers at the heart of our business.
18. Promote the HouseMark brand and model the HouseMark values.

<p>SIGNED:.....</p> <p>DATE:</p>
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PERSON SPECIFICATION

QUALIFICATIONS

• Degree (or equivalent) or professionally qualified	Desirable
• Appropriate business or finance-related qualification	Desirable
• Current valid driving licence	Essential

EXPERIENCE

• Experience of undertaking metrics/process benchmarking	Essential
• Experience of working as part of a project teams. Contributing to the delivery of these projects on time and within budget	Essential
• Experience of working with data and the presentation of results in an analytical graphical and tabular report	Essential
• Experience of working in the social housing sector	Desirable
• Experience of undertaking presentations, running workshops and undertaking training for a range of different client groups	Desirable

COMPETENCIES / capabilities

RELATING TO OTHERS

Persuasive Oral Communication Expresses ideas or facts in a clear, succinct, and persuasive manner. Participates actively and convincingly in conversations, without dominating and by accurately synthesizing others' contributions. Uses active listening skills for the benefit of others, rather than listening simply to extract information or to confirm own ideas.

Written Communication Ability to express ideas clearly in writing, with good grammar, spelling, and punctuation, to a level where documents do not require editing or review by another.

Flexibility Ability to modify own behaviour and adopt a different style or approach in order to reach a goal, manage change, embrace diversity, and resolve conflict.

DELIVERING RESULTS

Personal Organisation for the Team Efficiently establishes an appropriate course of action for self within the larger context of working within the team. Jointly clarifies the purpose with others and works towards accomplishing goals, even when the team is working on something of no direct personal interest.

Driving Success States opinions, seizes opportunities and pursues goals, makes timely decisions, acts ethically, demonstrates accountability for outcomes, and increases overall efficiency and effectiveness.