Your role will be to transform raw data into actionable insights and leverage those insights to drive informed business decisions and monitor performance. This will entail substantial analytical thinking and problem solving capabilities.

You will conduct full data analysis lifecycle activities encompassing requirements analysis, data modelling, the creation of relevant and reusable metrics and front end report development. You will also support the overall technical approach for business intelligence reporting within whg.

A crucial aspect of your role will be ensuring key metrics and findings are presented in an easy to use way to enable stakeholders to drive data based business improvements.

You will acquire a comprehensive understanding of key performance indicators (KPIs) and gain extensive business knowledge of processes and procedures across diverse teams.

You will be tasked with addressing and resolving challenging data quality issues within whg and actively contribute to fostering a culture shift among colleagues with varying levels of proficiency in performance reporting.

**What are my key responsibilities?**

Support the technical approach to business insights reporting through thedevelopment of databases, reusable data assets to ensure data can be reused across multiple initiatives, data collection processes and strategies to optimise statistical efficiency and data integrity.

Oversee and develop existing business insight reports, including acting on opportunities to streamline existing reports and improve data integrity across the organisation. Demonstrating initiative and accountability in decision-making.

Develop novel analyses, reports, dashboards and insights using various reporting and analytical tools, exploring innovative techniques to inform and support key business decisions. Design solutions that seek to use core system functionality for data recording and reporting wherever possible. Deliver efficient and practical use of available tools to deliver data externally as required.

Perform data extractions for regulatory returns and deliver accurate data externally as required.

Perform quantitative data analysis using statistical techniques and interpret trends and patterns in complex data sets.

Address ad-hoc reporting needs promptly, efficiently and to a high standard and provide expert advice and guidance on data-related queries.

Maintain a strong understanding of key business software functionality to capture and report on strategic and operational data effectively. Stay abreast of emerging technologies and software relevant to the role.

Training colleagues on how to best utilise dashboards and reports created in the team.

Undertake any other duties commensurate with this role as reasonably requested.

Adhere to whg policies and procedures and actively promote and demonstrate whg’s values.

**Relationships**

Reports directly to the Senior Data Analyst without any direct reports.

Internally: Collaborate closely with the Insight and Improvement Team to ensure data and reporting needs are met across all whg teams.

Outside the Company: Develop and maintain professional networks with key partner organisations, including software providers and relevant user groups.

**Role Requirements:**

Proficiency in SQL, Excel, Power BI and DAX is essential, as these tools are integral to the role. Desirable to have knowledge and expertise in programming languages such as Python and R.

Experience working with cloud-based data platforms, such as Snowflake or DataBricks is preferred.

Expertise in using T-SQL to interrogate and extract data through complex queries and stored procedures.

A comprehensive understanding of databases, query optimisation, load monitoring, the Microsoft BI Stack and ETL frameworks.

Technical expertise in data mining, data auditing, and segmentation.

Experience building reusable data models, ideally with customer and/or asset data.

Experience in handling and cleaning raw data.

A comprehensive understanding of performance data, exceptional analytical skills using techniques such as linear regression and excellent data visualisation skills.

Proven ability to conduct user acceptance testing and ensure data integrity.

Ability to translate complex data into actionable insights for non-specialist audiences.

Excellent communication skills with a proven track record of building and managing strong relationships with colleagues at all levels to understand, interpret and devise appropriate reporting solutions.

A focused and tenacious attitude combined with a methodical and logical approach to problem solving. An open, flexible and supportive approach to change and innovation.

Data curious, awareness in effectively utilising data and an interest in emerging trends within data analytics and data science, for which training opportunities will be provided.

Preferably familiar with the regulatory landscape governing social housing and the NROSH+ system.

Confidence to challenge the current ways of working and provide recommendations for improvement.

The aptitude to effectively deal with competing priorities, prioritising workload and meeting deadlines while maintaining high standards and ensuring data accuracy.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent.

We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |
|  |  |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |