

Business Intelligence Analyst Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 17,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

**PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION**

Post: **Business Intelligence Analyst**

Direct Reports:

Regular Contacts: **All internal employees at all levels
Stakeholders and business partners
Business Transformation Team/PMO
External service providers and suppliers
Auditors (internal and external)**

Responsible to: **Head of Business Intelligence**

JOB PURPOSE: Provide actionable insights to drive the business in strategic, continual service improvement and tactical activities.

KEY ACCOUNTABILITIES:

- Responsible for iteratively eliciting business requirements in partnership and collaboration with the business.
- Use analytical techniques to support & aid business decision-making.
- Use textual, numeric, graphical and other methods appropriate to the target audience.
- Drive a focus on data quality to increase confidence in decision making.
- Use effective, GDPR compliant means to publish reports and dashboards to the right individuals within the organisation.
- Reconcile and validate data from multiple sources
- Help to specify data structures that will aid consistency of reporting and analysis throughout the organisation.
- Responsible for business intelligence across many different reporting systems
- Ensure business intelligence and data analytical needs are embedded and delivered through business processes and system developments
- Provide Board level reporting on a quarterly basis
- Deliver Paradigm's non-financial regulatory and ESG reporting and aid the financial regulatory reporting where appropriate.
- Use automated reporting to eliminate time-wasting manual reporting from the business
- Help to improve Paradigm's data literacy
- Learn and fully understand Paradigm's data landscape
- Identify patterns and trends in data which can help provide actionable insight

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- Build and manage relationships with the Executive and Heads-of-Department in order to work together on reports, dashboards, targets, data gathering and requirements

LEVEL OF AUTHORITY

- Advise and guide stakeholders on analysis and interpreted outputs of data
- Run key performance data for the business that is used to drive business improvements and is reported to Board
- Help define KPI definitions.
- First level assurance of data for information returns e.g., regulatory returns

REQUIRED OUTCOMES OF THE POST

Success in this post will be measured by: -

- Regulatory returns are accurate and on time
- Corporate KPIs are reported regularly, are accurate, up to date and used to drive business improvements
- Feedback from Executive
- Feedback from business partners and business stakeholders
- Measurable value delivered to the business, both financial and through improved decision making from quality data and information outputs.

PERSON SPECIFICATION

E = Essential

P = Preferable

- Numerate degree-level qualification or equivalent (E)
- Demonstrate a passion for data and understanding how things work, and prior experience in building reports/dashboards with visualisations in a commercial environment (E)
- Deep understanding of data from a technical perspective (E)
- Demonstrable experience in a Business Intelligence, report developer, business analysis or similar role (E)
- Solid and demonstrable experience as a Business Intelligence specialist (E)
- Experience of undertaking complex information gathering and data analysis (E)
- Experience of research and analysing complex statistical datasets, including data mining using software tools (E)
- Proven ability to interpret data and highlight issues for further investigation (E)
- Database design and analysis e.g., SQL (P)

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- Strong verbal communication skills to present information and reports to a range of audiences and contribute towards debate (E)
 - Excellent standard of written communication skills to present complex information clearly, concisely and in an appropriate format (E)
 - Experience to listen and challenge stakeholders at a range of levels and an ability to build relationships in order to achieve agreed objectives (E)
 - Experience of applying a range of recognised analysis tools and approaches (E)
 - Excellent knowledge of performance management systems (E)
 - A logical thinker, with great attention to detail and a can-do attitude
 - Excellent organisation and planning skills and ability to prioritise workload in order and deliver various projects / activities (E)
 - Excellent IT skills and ability to use MS Office at an advanced level including Intermediate/Advanced Excel, Visio, Project (E)
 - Experience of performance reporting software e.g., Pentana and dashboards (P)
 - Training/qualification in research and statistical analysis (P)
 - Power BI and/or Civica CX experience useful but not essential (P)
 - Housing Association experience (P)