Data Analyst

Within the **Data** Service

SALARY

From £26,421

RESPONSIBLE FOR
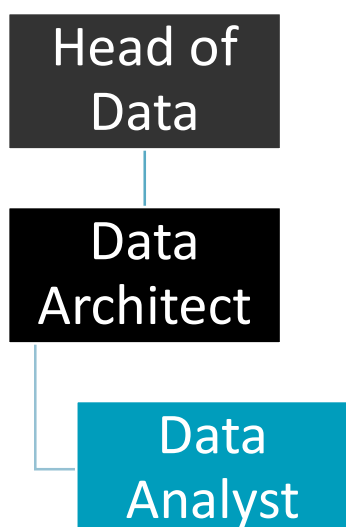
N/A

RESPONSIBLE TO

Data Architect

CORE PURPOSE

To enable organisational effectiveness through use of trusted data

Head of Data

Data Architect

Data Analyst

The Data Analyst will work within the Data Team ensuring SHG is able to maximise value from data and knowledge held across the organisation.

Key responsibilities are to ensure SHG have access to timely, high-quality data that meets the business need to support a self-service data culture for reporting and decision making. The post holder will provide support, advice and guidance to other data team members and the wider business along with advising and implementing improvements to pipelines, data models and processes.

The post holder will work alongside colleagues to support and deliver the requirements of the corporate data and wider digital and technology strategies, supporting the development of a data driven culture, ensuring data is at the forefront of decision making and a continuous improvement to data quality is promoted and supported.

We are reviewing the data management architecture currently and the post holder will be heavily involved in this work to ensure it improves the data consumption experience across the organisation.

PENSION

Access to the generous benefits the GMPF scheme offers, including life cover

GENEROUS ANNUAL LEAVE ENTITLEMENT

26 days annual leave plus the opportunity to earn addtional days leave

HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses

PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents

FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance

WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness

RESPONSIBILITIES *the Data Analyst will…*

- Communicate effectively with technical and non-technical stakeholders, supporting and leading discussions with multi-disciplinary teams with varying dynamics.
- Understand and participate in delivery of data governance, understanding how it works in relation to the organisational governance structures.
- Identify appropriate ways to collect, collate, prepare and cleanse data, reviewing data to establish if it's accurate and fit for purpose.
- Ensure processes are followed and developed, meaningful documentation created and maintained, ensuring appropriate version control.
- Understand how and when to apply best practice solutions for the purpose of statistical and data analysis.
- Deliver data solutions that meet agreed organisational standards, ensuring services are resilient, scalable and future proof.
- Present, communicate and disseminate data appropriately, using the most appropriate medium to visualise data, telling compelling stories that influence, are relevant to business goals and can be acted upon.
- Produce, maintain and update data models, understanding the use for the different types of models and tools.
- Understand how to apply basic techniques for the analysis of data and synthesis of findings, effectively involving others and able to present findings in a clear and precise useable way.
- Be able to reverse-engineer data models.
- Respond to problems in databases, data pipelines, products and services as they occur and initiate actions, monitoring of services and trend identification to assist with problem resolution, determining the appropriate remedy and steps required to resolve and prevent future issues.
- Use agreed standards and tools to design, code, test, correct and document moderate to complex reports and scripts from agreed specifications, collaborating with others to develop and review specifications.
- Review requirements and specification to determine test conditions, assisting with identifying issues and risks and analysing test activities and results.
- Apply knowledge and experience of IT, mathematics and project management appropriately, adapting tools and techniques as appropriate.

STRENGTHS *the Data Analyst will deliver key responsibilities by…*

- Being an advocate for the team, managing differing perspectives
- Strong analytical and visualisation skills.
- Comfortable working with a wide range of stakeholders and functional teams to understand business needs.
- Customer focussed – exploring options with and making suggestions to internal customers and suppliers, ensuring what is needed is agreed and delivered to agreed timescales.
- Contribute to the development of the team and its processes, being supportive and receptive with the ability to lead and be led as appropriate.
- Self-starter – able to improve skills and work on own initiative without needing direction.
- Thrives on working in a varied and challenging environment, using technical knowledge to identify available insights and advise on how best to ingest data into the reporting solution.
- Keeping up to date with developments in the marketplace and tools used.
- Having a desire to develop themselves and the team.
- Ability to challenge positively and see the wider picture.

REQUIREMENTS *the Data Analyst must have…*

- ✓ Advanced T-SQL skills and an understanding of MSSQL.

- ✓ Advanced Power BI skills, including M (Power Query), DAX and use of multiple data sources.

- ✓ Strong analytical and problem-solving skills are essential for identifying issues, troubleshooting problems and implementing effective solutions.

- ✓ Experience of ETL/ELT tools and practice

- ✓ Proven experience in designing, developing, maintaining and optimising data pipelines and data models.

- ✓ 2+ years' relevant professional experience within a data or technology environment.

- ✓ Advanced Excel skills

- ✓ Excellent communication, documentation and collaboration skills.

- ✓ Working knowledge data warehouse / data lakehouse and best practice in an Azure environment.

- ✓ Experienced in use of Python.

- ✓ Attention to detail is crucial to ensure data quality, integrity and reliability throughout the data lifecycle.

- ✓ A housing background or experience of the Civica CX database would be an distinct advantage.

- ✓ A willingness and ability to learn and adapt to new technologies and best practice.

- ✓ Successful completion of Data Analyst Level 4 apprenticeship or other recognised appropriate qualification.

VALUES *the Data Analyst will role model core values through….*

Ambition	Social Responsibility	Passion	Innovation	Respect	Excellence
We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers	We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people	We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work	We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things	We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships	We continually improve how we work; challenging the status quo, learning from what goes well & always being professional

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