

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Housing Data Lead		
Directorate:	Communities	Grade:	LBR14
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Needs	Post number:	S000400
Team:	Reviews & Service Improvement	Base/location:	Lynton House
Reports to:	Reviews & Service Improvement Manager		
Responsible for:	No direct line management but may be responsible for supervising and advising officers, trainees and work placement staff on occasion.		

Role and Context	
Overall Role Purpose:	<p>To provide and continually improve access to data based on business need, working with non-technical colleagues to enable them to self-serve with easy access to the right data.</p> <p>To provide analysis of data across the work of Housing Needs, developing insights that will enable BaU improvements, shape and support medium and long term strategic goals and identify opportunities to improve access and use of data.</p> <p>To be a lead on data quality assurance within Housing Needs, identifying key risks regarding collection, completeness and accuracy of data held on housing systems.</p> <p>To work with non-technical colleagues to capture, verify and advise on business requirements to feed into existing and planned replacement IT systems.</p> <p>To work with a range of colleagues to identify and propose solutions to key questions and challenges facing the service.</p>
Role Context:	<p>In order to provide an excellent service within budgetary constraints that is flexible enough to respond to changing demand on the service, Housing Needs will have increased service improvement capacity. This role will be part of the Housing Needs Reviews & Service Improvement Team that will ensure continual development of improved ways of working by utilising systems capability, data, feedback from staff and customers and innovative methods of service redesign.</p>

Key Accountabilities and Result Areas	
1. Strategy and Planning	<p>SFIA Continuity Management: Level 4 SFIA Project Management: level 4</p> <p>Able to prioritise work and allocate resources considering all factors, with minimal supervision. Balances competing activities against deadline, options, managed workload, service level commitments and immediate customer needs.</p>

	<p>Understands the broad purpose of the customer business areas and works in a manner that advances the strategic objectives of the business.</p> <p>Able to employ recognised project management techniques, creativity and imagination to planning and delivering projects, resolving problems and envisaging opportunities.</p>
2. Operations and Support	<p>SFIA Continuity Management: level 4 SFIA Project Management: level 4</p> <p><i>Reporting and analysis</i></p> <p>Able to understand and apply tools and techniques which can be used to analyse data, using software tools, such as Power Bi, SQL, python to create, populate, manipulate and analyse data.</p> <p>Produce and compare different data models, data cleansing and data enrichment techniques. Be able to advise on how data should be cleansed and prepared ready for use.</p> <p>Offer expert advice and support on reporting capability, providing reports using varied report writing or data extraction tools.</p> <p><i>Data quality</i></p> <p>Support Housing senior management with their understanding of available data to enable data driven decision making.</p> <p>Take responsibility for ensuring data integrity and availability, identifying gaps and proposing solutions.</p> <p>Advise and implement quality assurance procedures and summarise key findings to provide senior management with confidence in data.</p> <p><i>Systems</i></p> <p>As the Housing Needs expert on one or more IT applications, provide leadership and technical advice to staff, maximising system productivity and performance and ensuring the most effective and efficient use of systems by the Council.</p> <p>Support the implementation of upgrades and changes following controlled procedures, preparing and gaining agreement to detailed plans.</p> <p>Escalate to and liaises with colleagues in ICT where appropriate to resolve systems problems and plan for development.</p> <p>Work with Housing Needs colleagues, IT and project teams as necessary to develop and implement training for officers on relevant systems and operations.</p> <p>Provide key input and direction into the identification and analysis of recurring issues in the use of the applications, contributing towards resolutions that will reduce future demand.</p>
3. Systems and Process Development and Improvement	<p>SFIA Requirements Definition and Management: level 3 SFIA Business Process Improvement: level 5</p> <p>Provide senior technical and specialist input into further development of Service Level Targets and Change Management procedures for customer support in consultation with managers and ensures that associated processes and resolutions are correctly embedded and met operationally.</p> <p>Lead on business improvement and data projects relating to IT systems, identifying opportunities for improvement to business and system processes.</p> <p>Work with Housing Needs staff to map and analyse business requirements and feed in to development of new systems and systems upgrades.</p>
4. Communication Partnership	<p>SFIA User Experience Evaluation: level 3 SFIA Supplier Management: level 3</p> <p>Build trusting, professional and productive relationships with colleagues, suppliers and other third parties.</p>

	Demonstrate excellent communication skills across a variety of mediums, including written, verbal and speciality visualisation software to convey findings in an accessible and unambiguous way to help senior managers and project colleagues to make informed decisions.
5. Performance and Standards	<p>SFIA Information Security: level 4 SFIA Availability Management: level 4</p> <p>Take responsibility for continued self-development and participate in training and development activities.</p> <p>Observe data protection standards and ensures that others do. Reports any departure from Council standards and provide advice on how to ensure adherence.</p> <p>Follow established IT procedures.</p> <p>To ensure that work is proactively managed and key deadlines are met.</p> <p>To provide statistical information on performance and comply with system updates.</p>
Key Performance Outcomes	<p>Key business requirements mapped within agreed timescales.</p> <p>Regular suggestions made for improvement to business and systems processes.</p> <p>Data quality issues periodically identified and resolutions identified.</p>
6. Resource Management	The post holder has no specific budget management responsibilities but must be aware of the financial implications of decisions that are made to adequately inform advice provided.
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification		A - I - T		Weighting
Knowledge & Experience		Method of candidate assessment: A = Application form I = Interview T = Test		
Statutory or Mandatory qualifications:	No Mandatory Qualification Required.			
Educational Ability	Professional degree or equivalent qualifications or equivalent experience.	A		3
Knowledge and Experience	Experience of complex report design and validation to meet customer business needs, using packages such as Business Objects, relational databases(SQL).	A		3
	Proficiency in Microsoft Excel, with knowledge of using Pivot and Lookup tables and familiarity with VBA.	T		3
	Knowledge of Data Modelling, data cleansing and data enrichment techniques.	AI		3
	Excellent problem-solving skills in technical and service delivery environments using logic, knowledge and sound processes to analyse information and find solutions.	AI		3

	Considerable proven experience in managing competing BaU and project priorities and collaborating with colleagues to ensure that targets are met.	AI	3
	Experience of documenting and maintaining policies, procedures and applications management requirements or equivalent documentation.	AI	3
	Experience of working collaboratively alongside different stakeholders to understanding their data requirements and how it can be used to meet their strategic and operational needs.	AI	3
	Full understanding of data protection practice and GDPR.	AI	3
	Understanding of current broad housing issues and experience working in a housing related field.	A	2
Skills / Abilities	Experience in identifying training needs and delivering training programme for users	A	2
	Ability to use data to identify trends, issues and opportunities and recommending action.	AIT	3
	Excellent attention to detail to ensure that information is accurate, reliable, and easily available	AIT	3
		AI	3
	Excellent oral communication and presentation skills and able to produce concise and clear written communication, including procedures, documentation and instructions.	AI	3
	Ability to influence all levels of customer expectations and their effective use of systems. Gains cooperation of colleagues from other teams in delivery of services.	AI	3
	Very good team work able to establish rapport quickly with customers, colleagues and partners, building confidence and effective working relationships at all levels.	A	3
	Ability to use visualisation tools such as Power Bi to enable them to develop dashboards and reports or else willingness to learn	A	3
Special Conditions of Service	Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures. To comply with the Council's Health & Safety Policy.	AI	3
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	AI	3
Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development.		
	To participate in the ongoing development, implementation and monitoring of service plans.	AI	3
	To support and contribute to value for money, service efficiency and improvement.		
Working Pattern and travel	To work outside normal working hours to respond to emergencies or attend meetings.	AI	3
Safeguarding and Disclosure	DBS Disclosure Required? Not required		
Special Factors or Constraints	N/A		