



Data Analyst - Asset Management

Salary:	£34,968
Reporting To:	Head of Property
Hours:	35 hours, Monday to Friday – Hybrid Model
Role Purpose:	<ul style="list-style-type: none"> • To lead on the analysis, updating and reporting from the property services database on stock condition, compliance, asset data and the repairs service • Lead on testing and implementation of the Asset Management system where required. i.e. new modules. • To develop and co-ordinate the Stock Condition Survey Programme and produce reports highlighting the outcomes relating to Decent Homes and future planning. • To produce key reports that will shape and inform THCH’s long term investment programme • To assist in the delivery of a high quality and customer focused repairs service. • Implement controls to manage data quality and integrity

Key Accountabilities	Key Deliverables
Reporting and analysis	<ul style="list-style-type: none"> • Analyse and produce reports from ‘asset management databases and systems to support the development of planned investment and cyclical programmes. • Interrogate repairs data to identify trends to inform resource allocation, short, medium and long term investment planning and prioritisation • To undertake adhoc analysis and provide information/reported to the wider business • Reviewing data workflows and processes pertaining to asset and performance information. • To develop and monitor key performance indicators to monitor all asset services within property services (including repairs, compliance, investment) • Use Business Intelligence Tools to create reports and maintain the databases.

	<ul style="list-style-type: none"> • To assist in updates to the NPV Model to help make informed decisions. • Ensure document management systems are properly updated and managed
Investment planning	<ul style="list-style-type: none"> • Produce reports from the Asset Management system and repairs systems to propose detailed 5-year Investment Plans • Undertake analysis on Decent Homes compliance and 30 year forward programme and investment cost profiling • Analyse SAP Energy ratings to ensure all properties have up to date accurate energy data and produce improvement plans for the Head of Property • Assist in annual programme analysis within Planned, Servicing, Survey & Inspection modules
IT Systems	<ul style="list-style-type: none"> • Contribute to the development of IT and reporting systems in the Property Team identifying areas for continuous improvement in systems. • Develop visual reports, dashboards and KPI scorecards relevant to the role • Act as a 'super user' for Asset Pro and other systems as required and provide training to staff members as needed • Support the development of excellent data governance and data management in Asset Management and property • Assist the implementation of systems, policies, procedures, guidance and supporting governance for those with responsibilities in data • Support the evolving and expanding challenges in data.
Contract Management	<ul style="list-style-type: none"> • Analyse and collate performance information to support the contract meetings and annual reviews. • Analyse performance of day-to-day contractors identifying trends and areas for improvement

Customer service	<ul style="list-style-type: none"> • Take Ownership of customer issues to ensure best possible outcome • Strive to ensure first point resolution to minimise hand offs and optimise customer's experience • Ensure a culture of open communication • Committed to putting external and internal customers first, understanding their needs and expectations and achieving results.
Budgets and financial control	<ul style="list-style-type: none"> • Promote a culture of value for money and sound financial practice within the role.
Risk Management and compliance	<ul style="list-style-type: none"> • Actively assess and manage risk in areas associated with the post and make recommendations for actions to mitigate the risk and regularly monitor and review accordingly. • Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH
General	<ul style="list-style-type: none"> • To follow and actively promote THCH's diversity and inclusion policy. • To provide all services in accordance with THCH's mission statement, aims and objectives.

Role related knowledge, skills and experience on recruitment

- Experienced in working with complex databases and producing quality reports
- Experience in working with Asset Data bases and leading on inputting and managing data in systems.
- Experience with understanding SAP energy data and developing programmes of improvement works
- Strong data analysis skills and attention to detail
- Experience in formulating clear and concise insights and recommendations based on large amounts of data.
- Experience of translating large amounts of complex data into simple / meaningful reports
- Confident communicator with strong written and verbal communication skills to convey insights across various stakeholders

- Strong IT skills, especially excel. (Experience in using V-look up and pivot tables highly desirable)
- A good understanding of statistical concepts
- Excellent organisational and planning skills
- Eagerness to learn and develop new skills
- Educated to degree level (preferably in relevant field) plus at least grade B in Maths and English GCSE or qualified by experience.

Core Values		
O	Open	<ul style="list-style-type: none"> • being transparent, sharing information in a clear and honest way
P	Partnership	<ul style="list-style-type: none"> • recognising the importance and added value that comes from working together
I	Integrity	<ul style="list-style-type: none"> • being fair, honest and respectful to others
I	Inclusive	<ul style="list-style-type: none"> • recognising, valuing and celebrating the differences between people
E	Empathy	<ul style="list-style-type: none"> • identifying with a customer's feelings and having respect for alternate points of view

Core Competencies	You are considered effective when you:
<p>Delivering excellent services</p> <p>- You focus on getting it right first time, actively looking for better ways to deliver a quality service.</p>	<ul style="list-style-type: none"> • Engage customers to determine the options and solutions that best meet their needs • Work to understand the diverse needs and expectations of customers • Ensure quality standards are set and monitor progress to ensure high quality services are delivered • Monitor and evaluate satisfaction levels and service performance and seek to improve services • Anticipate potential problems and initiate ways to overcome them • Proactively look at the services delivered and suggest ways in which it can be improved • Welcome and actively use new technology to deliver the service • Take ownership of issues and problems

<p>Communicating effectively</p> <ul style="list-style-type: none"> - You adapt your style of communication with different people and in different situations to ensure mutual understanding. 	<ul style="list-style-type: none"> • Communicate clearly and directly in a way that meets the needs of the recipient • Check understanding and re-present or information to correct any misunderstandings or mistakes • Ask the right questions in the right way to clarify meaning • Understand and work to reduce barriers to effective communication • Listen actively to others, understand and respond to key messages • Demonstrate openness in sharing information and keeping people informed
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<p>Working effectively</p> <ul style="list-style-type: none"> - Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money. 	<ul style="list-style-type: none"> • Manage own work to deliver on time and considers the impact on others when prioritising tasks • Ensure systems are in place to manage workload efficiently and effectively • Meet THCH agreed performance standards, thinking ahead and identifying any problems in doing so • Take ownership to complete assigned tasks/projects independently and with guidance when required • Understand and work to achieve the aims of the team/department and monitor progress regularly • Use initiative in suggesting ideas for improving service quality and value for money • Freely share knowledge and information with others across the organisation • Manage own development and performance and provides information and support to assist the development of others
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<p>Working with others</p> <p>- You understand your impact on, and how to work with, others. You share ideas and experience to achieve objectives</p>	<ul style="list-style-type: none">• Proactive in building rapport with colleagues and external customers and stakeholders, respecting other people's values, views and opinions• Cooperate and work effectively as part of a team• Share and implement good work practice across team and departmental boundaries• Understand how your job contributes to the team, service and organisation objectives and can describe this to others• Work to effectively resolve differences with colleagues• Support others by sharing information, knowledge and experience and promote organisational learning
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