



Data Quality Analyst

Grade: SO1 (tbc)

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Data Quality Lead

Direct reports: None

Budgets: Not a budget holder



London Borough
of Hounslow

Your role

You are a Hounslow champion, with a responsibility to embrace and deliver change; be outcome-focussed; and put Hounslow residents at the very heart of everything we do and every decision we take.

Working closely with the Data Science & Quality Team as well as other key internal and external stakeholders and data owners to assist with the management and implementation of our data quality framework.

Support the wider Team to ensure the organisation's compliance with the data quality framework including handling, classification, retention, sharing and disposal of data, in line with our Information Governance policies.

What you'll do

You will collaborate across the organisation to deliver:

- Data quality maintenance for all relevant systems and applications, including maintaining data quality for structured relational databases as well as unstructured data sources.
- Help monitor systems in use for handling personal data to ensure that appropriate data quality controls are in place.
- Create regular reports relating to data quality to share with system users to fix root cause issues for continuous review and improvement.
- Support data quality awareness and training programmes and manage the development and delivery of data quality training.
- Assist and support the creation, development and maintenance of relevant policies, procedures, guidance, intranet and internet pages.
- Support the collaboration and knowledge sharing among the community of practice.
- Promote good information management and data handling practices and provide advice and support on data quality matters.
- Support and help deliver training workshops, drop-in sessions, board, and project meetings.
- Liaise with suppliers and partners where necessary.
- Use your experience and awareness of customer care issues to deal confidently and effectively with a wide range of people.
- Assist in the conduct of elections when required to do so.

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

- You are confident working with data sets in various formats and you'll be able to demonstrate an awareness of data quality issues issues presented within qualitative and quantitative data.
- You have experience analysing structured and unstructured datasets and implementing data-informed solutions to data quality concerns.
- You work collaboratively and track changes to share with the wider team. You are aware of the importance of information governance governance, data structures, and the way data can be joined and related.
- You're familiar with translating technical concepts into non-technical language and have an understanding and experience of types of communication required for internal and external stakeholders. With experience of providing support and guidance, ideally including delivering training courses and/or presentations.
- You are aware of the benefits of maintaining good data standards and being a transparent organisation.
- You are committed to using data for good, you are familiar with the importance and significance of ethics in relation to data processing.

Let's talk about you



Our digital strategy

Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.

Steve Curran, Leader of the Council

Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.

Mark Lumley, Director of Digital and IT



- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.



Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits