Job Description

Newham London

Job Title: Housing Needs Research and Data Analyst	**Service Area**: Housing Needs

Directorate: Inclusive Economy and Housing	**Post Number:** TBC	**Evaluation Number:** JE6800

Grade: PO6	**Date last updated:** 24.02.2023

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The Homelessness and Rough Sleeping Strategy 2021-2026 sets out an intelligence-led, public health approach to tackling homelessness, and improving access to, and the quality of, housing within the borough.

Prevention will be a golden thread woven through everything we do, ensuring residents have access to the support they need, when they require it.

Our overarching aim is to reduce homelessness and eradicate rough sleeping, ensuring no resident is left with no other option but to sleep on the street or be forced to live in dangerous or transient accommodation.

The strategy is accompanied by an action plan setting out specific actions we will take, and a review of homelessness in the Borough, which comprises a review of the previous strategy's action plan, alongside data on the state of homelessness and rough sleeping in the Borough.

The role is a critical to taking a data and intelligence led approach to tackling homelessness and the post holder will be required to apply a data-led approach to addressing the strategic requirements. Overall, this role will:

- Manage and run data systems and provide data reports, providing specialist advice to colleagues, making use of a variety of data to measure outcomes, inform decision making and improve service delivery.

- Lead the data analysis and business intelligence activities within key projects and programmes encouraging innovation and supporting change

- Use data to predict demand, flag issues, identify solutions, initiate new ways of working, and contribute to delivery of actions to resolve them utilising detailed knowledge to provide advice across services.

- Support the provision of information and data into performance and business intelligence, reports advice and guidance for review by services areas, Newham Mayor, Cabinet, Councillors, Chief Executive, senior officers and services as required.

- Apply T SQL and Power BI tools to deliver robust and innovative performance reporting across Housing Needs.

Job Context

- The post holder will report into the Supplier Payments and Information Team Leader in Housing Needs.

- As part of their programme management remit, they will also have a dotted line to the Assistant Director of Housing Needs, the Homelessness Response programme manager, Project Managers and SROs of the projects within the Housing service including the Director of Housing.

- There are no formal line management responsibilities for this role but the post holder will be required to coordinate staff on specific projects and workstreams. For example to ensure the timely and accurate production of reports, delivery of research, consultations, analysis and performance returns. The postholder will take a lead role in delivering data-related projects involving colleagues from across multiple services and this will require the ability to influence colleagues to complete tasks on time.

- This role will be expected to build and sustain effective relationships with colleagues and a range of stakeholders (internal and external to the Council) which support the delivery of outcomes and meet the services priorities.

  o Work collaboratively with colleagues e.g. Housing Needs, Temporary Accommodation, Rough Sleepers Team, Young Peoples Pathway, Adult Pathway, Private Sector Housing Team and Transformation

  o Partner organisations e.g. housing associations, voluntary sector, police, hospitals, GPs and businesses

  o Government and regional agencies e.g. Ministry of Housing, Communities and Local Government, Greater London Authority, London Councils

- The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and elected Members, and external bodies.

Key Tasks and Accountabilities:

The Housing Needs Research and Data Analyst will be required to undertake all responsibilities listed below:

- Manage, analyse, interpret and report on complex data in an accessible format to measure effectiveness and performance of services provided by Housing Needs and partner services involved in delivering Newham's Homelessness and Rough Sleeping Strategy.

- Ensure business continuity through the effective running of data systems supporting the Council's Housing Allocation Scheme and statutory homelessness services where the decisions made will have a significant financial and social impact on individuals who require the services or who are affected by them.

- Elicit requirements and design and implement Power Bi reports and dashboards for use for intelligence and performance monitoring.

- Develop and manage controls designed to ensure the accuracy, consistency and completeness of data produced by the service.

- Set up and/or develop and refine data recording systems, build templates for reports; report running and distribution; response to ad hoc requests for data and/or analysis; response to FOIs; presentation of data via written reports, orally and presentations.

- Understand, analyse and evaluate business and performance functions and processes, advising and supporting homeless and allocations services to carry out these processes more effectively for ongoing service improvement.

- Proactively use data to predict demand, flag issues, identify solutions, initiate new ways of working, and contribute to delivery of actions to resolve them utilising detailed knowledge to provide advice across services.

- Train and coach staff on the importance of using data as evidence, definitions, categorising and inputting data, and provide support and guidance to those needing assistance – including working with frontline staff to understand challenges from the user perspective.

- Take a lead role in shaping and delivering research to inform homelessness service reporting, service improvements and consultation/engagement across the services working with staff, homeless people, the Private Sector Housing Team and our partners. This could include face to face interviews with service users and landlords, and our partners in the NHS, together with coding and data analysis.

- Take a lead role in ICT data related developments in cross-Council homelessness and other housing needs services.

- Communicate and collaborate across Housing Needs and other internal and external homeless related services to deliver improved outcomes for residents and develop a network of data contacts across partner organisations.

- Be a resource for performance data analysis, interpretation and presentation, utilising spreadsheets, maps and analytical tools across a wide range of data sets.

- To support all agreed statutory performance reporting for your portfolio of work, building on effective relationships within the service and with partners to ensure this is carried out. This includes supporting the development of reports from systems to support the submission on behalf of the relevant service.

- Present the results of analysis and evaluation for a variety of audiences.

- Use own initiative to manage a number of projects simultaneously, ensuring planning, organising and prioritising workload to meet project deadlines to a high quality standard.

- Analyse, interpret and synthesize complex information into reports and visualisations, dashboards that allow easy interpretation and that drive improvement and insight.

Overall the post holder will be required to manage and run data systems and provide data reports, provide specialist advice to colleagues, making use of a variety of data to measure outcomes, inform decision making and improve service delivery.

Example outcomes or objectives that this role will deliver:

- Production of timely and high quality management information data for performance monitoring and service planning purposes provided by the Housing Needs Group, Supply Maximisation, and partner services related to homelessness. This includes delivering data systems and reports supporting the Council's Housing Allocations Scheme.

- Qualitative data analysis that brings together historical, current and future demand for homelessness prevention and advice at a cohort and household size level

- Qualitative data analysis that will inform the increase in temporary accommodation supply.

- Ensure the Council's resources are protected and only allocated to those in genuine need by administering systems and processes that prevent and detect fraud.

- Assess and manage risk using data to identify and forecast and comply with audit requirements

- Deliver accurate and timely performance returns to Government.

- Development and implementation of innovative and effective reporting and analysis, to support the priorities and outcomes of Newham's Homelessness and Rough Sleeping Strategy and Housing Allocations Scheme.

- Collaborative and supportive engagement with a wide range of internal and external stakeholders at all levels.

- Continuously analyse complex and detailed service processes and identify improvements to them, working in partnership with multi-disciplinary teams, partners and other professional experts.

- Quality assure large datasets and statistics derived from those datasets.

- Document and assess how the current systems and processes meet service objectives, looking at feasibility, efficiency, performance reporting and statutory requirements including the Equality Act and the Public Sector Equality Duty.

- Draw out business requirements through active listening and questioning techniques to capture and specify requirements and explore solutions.

- Work across services to understand and develop creative solutions to processes, systems and working practices.

- Recommend options for alternative data processes or improvements to systems as appropriate.

- Research using a range of sources to inform and evidence recommendations including interviews, document analysis, workshop feedback, surveys, business process descriptions, case studies, service-user and landlord feedback, business analysis, task and workflow analysis.

- Design and deliver research and consultations including coding, data analysis and write research/consultation reports.

- Investigate, analyse, review and document service functions in terms of business processes and the information they use, and support development of systems for monitoring performance against the key measures, informing strategy decisions.

- Train and coach staff to use data management systems and understand user challenges, which includes shadowing frontline staff.

- Analyse data and present complex information and recommendations in a clear manner to a range of audiences in different formats.

- Lead or take a key role in delivering projects.

Personal Specification

Newham London

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Directorate: Inclusive Economy and Housing	Post Number: TBC	Evaluation Number: TBC
Grade:	Date last updated: 24.02.2023	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: • Knowledge and understanding of collating data, statistical analysis, and using performance management systems to inform service re-design and improvement to support complex projects. • An understanding of Local Government is an advantage. • An understanding of the Housing Needs environment and Homelessness statutory reporting requirements is an advantage	Application and Interview

• Awareness of information governance issues and legislation. • An understanding of the political context and environment. • Understanding of the issues and challenges relating to significant organisational and strategy change programmes.	
EDUCATION/QUALIFICATIONS • GCSE Maths and English (grade 4 – 9) or equivalent/ equivalent level of work experience relevant to the field. • Recognised data analysis and improvement qualification/ accreditation	Application and Interview
EXPERIENCE: • Understanding and application of statistical techniques. • Understanding and application of research methodology. • Experience of building and structuring detailed performance reports using IT systems. • Experience of collating data, analysis and using performance management systems to inform service re-design and improvement to support complex projects. • Experience of leading on complex technical data issues including research, policy development and legislation or service changes. • Experience of working with senior managers to identify business requirements for automated business intelligence reporting. • Experience of using SQL Server and processing, manipulating and analysing large datasets using SQL / T-SQL • Specialist knowledge of building reports using Power BI and publishing & managing apps/workspaces in the Power BI Service • Experience of working accurately with attention to detail and producing clear accurate written reports on time. • Experience of presenting performance management data in accessible ways using different formats to a varied audience. • Experience of processing and storing data securely and sharing information in accordance with the data protection legislation, including the General	Application and Interview

Data Protection Regulation (GDPR). • Understanding and experience of delivering the Equality Act and the Public Sector Equality Duty together with writing Equality Impact Assessments • Experience of prioritising work to meet deadlines, demonstrating high level interpersonal skills and ability to work well with all levels of staff across the organisation and externally, and as part of a team.	
PERSONAL STYLE AND BEHAVIOUR: Ability to demonstrate, understanding and apply our HEART values. These are embedded in all roles and that applicants must evidence their values as part of the application process: • Honesty • Equality • Ambition • Respect • Together	Application Form/Interview/ Test
OTHER SPECIAL REQUIREMENTS: None	Application Form/Interview