



JOB DESCRIPTION

JOB TITLE:	Data Quality and Insight Analyst
LOCATION:	Newlon House, N17 9FE
REPORTING TO:	Business Intelligence Lead
SALARY:	£41,380 per annum plus up to 5% performance related bonus

A MAIN OBJECTIVES

Role Purpose and Key Objectives

As a key member of Newlon's data management team, this role ensures that our data is accurate, reliable and trusted, enabling the business to deliver excellent services, maintain high-quality homes, and make efficient and effective decisions.

- Take a proactive role in safeguarding the quality of Newlon's data so that colleagues can rely on it to provide strong services to residents and manage homes safely and effectively.
- To undertake analysis of data from a range of sources and generate insight and recommendations with the potential to improve services to residents and/or organisational efficiency and effectiveness.
- Monitor and analyse data to identify issues that could affect service delivery, performance reporting or decision-making, ensuring problems are identified early and addressed appropriately.
- Develop, apply and maintain clear data standards and quality rules, working closely with teams across the organisation to embed good data practices into day-to-day operations.
- Use a range of validation and quality-checking techniques to identify errors, inconsistencies or gaps in data, and work with colleagues to resolve these and prevent them recurring.
- Produce clear and accessible data quality reports and metrics that show the health of our data, highlight areas for improvement, and demonstrate progress over time.
- Investigate data discrepancies thoroughly, identifying root causes and supporting practical, sustainable solutions.
- Work in partnership with the Business Intelligence Lead, IT and service teams to understand their reporting and information needs, ensuring data is fit for purpose and supports effective planning, performance management and assurance.
- Maintain and update reporting data and work with stakeholders to produce clear monthly commentary that explains performance, trends and risks in plain English.
- Provide ongoing assurance to managers and senior leaders that data quality is improving, supporting oversight of data quality improvement activity and contributing to a more efficient and well-governed organisation.

B SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards and Outcomes
1	Business Intelligence & Reporting	• Performance, compliance and management reporting is accurate, timely and trusted by colleagues, leaders and the Board. • Reports are refreshed to agreed timetables and are consistently available to support decisions about performance, priorities and use of resources. • Reporting outputs are clearly defined, well documented and aligned to business objectives, with consistent use of definitions and measures. • Colleagues understand and actively use reports to monitor performance, identify issues and take action.
2	Data Quality & Governance	• Key organisational data sets meet agreed standards for accuracy, completeness and timeliness, in line with the Data Quality Framework. • Data quality issues are identified early, understood at root cause level and resolved at source wherever possible. Data improvement plans and timescales are agreed with data owners. • Clear assurance can be provided that performance, compliance and regulatory reporting is based on reliable data. • Data quality trends are monitored and reported, with improvements tracked over time. • Data collection and validation processes are simplified and improved, reducing manual work, duplication and risk of error.
3	Regulatory Data Returns	• Statutory and regulatory data returns (including TSMs, SDR and FRS) are accurate, complete, timely and supported by a clear audit trail. • Internal stakeholders understand their role in providing and validating data for regulatory submissions. • Regulatory requirements are clearly translated into internal data definitions and reporting expectations. • Improvements are made year-on-year to the way regulatory data is held and extracted, reducing effort and increasing confidence in submissions.

4	Insight, Analysis & Benchmarking	• Data is transformed into meaningful insight that explains trends, drivers and implications for services, performance and resources. • Benchmarking is used effectively to understand relative performance and inform strategic and operational decision making. • Insight products are evidence based, clearly communicated and tailored to different audiences. • Analysis leads to practical recommendations that support service improvement, efficiency and better outcomes for residents.
5	Resident Focus & Service Improvement	• Data and insight support a better understanding of resident needs, experiences and outcomes across different services and groups. • Resident satisfaction and feedback data is robust, well managed and actively used to inform service improvement. • Trends, inequalities and service pressures are identified and clearly communicated to support targeted action. • Evidence can be demonstrated showing how data has informed decisions that improve services and outcomes for residents.
6	Collaboration & Continuous Improvement	• Strong working relationships are built with IT, Governance and service teams to support data improvement and system development. • Insight and learning are shared proactively to support a more data informed culture. • Continuous improvement in data quality, reporting and insight is demonstrated over time. • Demonstrates a commitment to the values of the organisation in conduct and work.
No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		