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Housing Performance and Improvement Analyst

Job Description

Position Pay Level: 8
Position Pay SCP: 36 - 41
Salary: £49,868 - £55,273 **(inclusive of Local Weighting Allowance of £1,130 per annum)**
DBS requirement: Basic

Reports to: Interim Business product Owner – NEC Housing Management System – Housing

Financial Responsibilities: The role has no direct financial or budget management responsibilities. The postholder is expected to make effective use of analytical tools, business improvement techniques and council resources to identify efficiencies, improve service delivery and support value for money through evidence-based business change.

Main purpose of Job:

The postholder will play a key role in supporting the successful recovery and transformation of the NEC Housing Management System (NECHMS) by combining business analysis, data analysis and service improvement methodologies.

The postholder will work across Housing Services to understand how services currently operate, identify opportunities to improve business processes and ensure NEC Housing supports efficient, compliant and customer-focused service delivery.

Working closely with operational managers, subject matter experts, DDaT, Business Intelligence colleagues and the NEC Delivery Partner, the postholder will facilitate workshops, gather business requirements, document current ("As Is") processes and design future ("To Be") operating models that maximise the capabilities of the NEC Housing Management System (NECHMS).

The role will analyse operational data alongside business processes to identify inefficiencies, manual workarounds, duplicated activity and opportunities for automation, exercising professional judgement to evaluate options and support evidence-based service improvements that improve performance, data quality and customer outcomes across Housing Services.

The postholder will produce business process maps, requirements documentation, workflow diagrams, options appraisals and impact assessments to support NEC configuration, system upgrades, service redesign and organisational change.

The role will support regulatory compliance by ensuring management information supports the Regulator of Social Housing Consumer Standards together with statutory and corporate reporting requirements.

As the Council continues its modernisation journey, the postholder will contribute to strengthening data maturity, improving performance reporting, and supporting the recovery actions identified through the Quality Led Projects (QLP) Review. This includes working collaboratively with the specialist Housing Systems Delivery Partner and supporting improved governance, system ownership, and business accountability across Housing Services.

Main Accountabilities:

Strategy Implementation

- Support delivery of the Council's Housing Transformation Strategy through business analysis, process redesign, service improvement and evidence-based decision making.

Corporate working

- Work collaboratively with Housing Services, DDaT, Business Intelligence, Digital Services and external delivery partners to ensure business processes are aligned with corporate objectives and maximise the benefits of NEC Housing Management System (NECHMS).

Service Leadership and Performance

- Support managers by reviewing business processes, identifying improvement opportunities and helping services adopt consistent, efficient and customer-focused ways of working.

Resources Management

- Identify opportunities to improve productivity, eliminate duplication and maximise value from existing technology, business processes and Council resources.

Performance and Insight

- Analyse business performance, customer demand and operational data to identify trends, risks and opportunities for continuous improvement. Production of regular operational performance reports and Power BI dashboards. Responsible for trend analysis and root cause analysis

Stakeholder Engagement

- Develop strong working relationships across Housing Services, DDaT, project teams and external suppliers to facilitate collaboration, gather requirements and deliver successful business change.

Business Change and System Improvement

- Lead business analysis activities supporting the NEC Housing Recovery Programme, including:
  - Business Process Mapping
  - Gap Analysis
  - Service Design
  - Requirements Gathering
  - Business Readiness
  - Benefits Realisation
  - Process Standardisation
  - Continuous Improvement

Values and Behaviours

- Promote collaboration, innovation, accountability and continuous improvement while supporting colleagues through organisational change.

Data Quality

- Be responsible for high standards of data quality through data validation, identifying root causes of data issues and embedding robust business processes that ensure data integrity across Housing Services including identifying and correcting legacy data issues.

Compliance and Governance

- Ensure redesign business processes comply with legislation, Council policies, Information Governance, GDPR and the Regulator of Social Housing Consumer Standards. Produce and submit regulatory returns including the Tenant Satisfaction submissions.

Equality, Diversity and Inclusion

- Ensure redesigned services and business process promote accessible, equitable and resident-focus service delivery.

Specific responsibilities:

- Produce detailed As-Is and To-Be business process maps.
- Facilitate process mapping workshops including the development of customer journey maps
- Document business workflows using Business Process Model and Notation (BPMN), Visio or equivalent tools.
- Gather and analyse business requirements including production of Business Requirement Documents (BRDs).
- Develop Functional Requirement Specifications.
- Carry out gap analysis between current processes and NEC functionality
- Identify opportunities for automation and digital transformation.
- Support NECHMS configuration workshops by translating operational requirements into system solutions.
- Produce impact assessments and options appraisals.
- Support User Acceptance Testing and business readiness.
- Develop Standard Operating Procedures and process documentation.
- Analyst housing data to measure benefits, Housing and Operational service improvements.
- Support implementation of the NEC Housing Recovery Roadmap.
- Monitor adoption of redesigned business processes and recommend continuous improvement.

Person Specification:

Housing Performance and Improvement Analyst

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Experience	Experience of business analysis within Housing, Local Government where you delivered and improved an operational service or business process.	Essential	A I
	Experience of facilitating workshops with Housing and Operational stakeholders.	Essential	A I
	Experience gathering and documenting business requirements and producing business process maps and workflow documentation.	Essential	A I
	Excellent written and oral communication skills	Essential	A I
	Effective in coordinating and planning own workload	Essential	A I
	Experience of service design or Lean process improvement	Essential	I
	Working in cross-functional teams on shared projects, products and goals, where you introduced changes to business processes, system configuration and new ways of working through change ensuring successful adoption.	Essential	A I
	Experience of analysing, cleansing and improving data quality within large operational systems.	Essential	A I
Technical Skill and Abilities	Proficiency in using query languages and data analysis packages e.g. SQL, Power BI, Microsoft Office suite	Essential	A I
	Ability to communicate and translate complex technical and business information for both technical and operational audiences, adapting language, communication style and the level of technical detail to ensure shared understanding.	Essential	I
	Ability to produce clear, concise and accurate written communications, including reports, technical documentation, requirements, findings and recommendations, tailored to the	Essential	I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	needs and level of understanding of different audiences.		
	Work towards Agile Methodologies	Desirable	I
	Build positive relationships with a range of both internal and external stakeholders	Essential	I
Knowledge and understanding	Understanding change management and how it can affect people in different ways	Essential	I
	Ability to data extract, data cleaning and data storytelling	Essential	I
	Knowledge and understanding of Housing Management Systems e.g. NEC Housing Management System, MRI/Jigsaw	Essential	A I
	Knowledge of housing management services and associated datasets, including repairs, compliance, asset management, tenancy management, rents, complaints and Tenant Satisfaction Measures (TSMs)	Essential	I
Qualifications	Degree or equivalent qualification in Business Analysis, Information Systems, Data Analytics or a related discipline, or significant equivalent experience.	Essential	A
	Evidence of continuing development of professional skills, e.g. through training, qualification and/ or experience	Desirable	A
Personal Attributes	Highly resilient and outcome focused	Desirable	I
	Pragmatic, delivery-focused approach with a strong sense of ownership and accountability	Desirable	I
	Analytical and naturally inquisitive	Desirable	I