

Housing Report Builder Analyst

Job Description

Position Pay Level: 7

Position Pay SCP: 30-35

Salary: £43,253- £48,795 (inclusive of Local Weighting Allowance of £1,130.00 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 post holder is expected to ensure the effective and efficient use of reporting tools, software licences, system resources and Housing Services' assets while supporting value for money through accurate and timely reporting.

Main purpose of Job:

The postholder will operate with a high degree of professional autonomy as Housing Services' subject matter expert for NEC Housing Management System reporting, data analysis and management information.

They will lead the design, development and continuous improvement of NEC Report Builder reports, dashboards and business intelligence solutions, providing accurate and timely information to support operational performance, statutory and corporate reporting, regulatory compliance and strategic decision-making.

Working at senior practitioner level, the postholder will analyse data, identify trends, strengthen data quality and reporting standards, and provide authoritative advice on NEC reporting, business intelligence, data governance and performance management. They will influence managers, operational teams, DDaT colleagues and external partners without direct line management responsibility.

The role will ensure management information supports the Regulator of Social Housing Consumer Standards and will contribute to the Council's modernisation journey and Quality Led Projects Review recovery actions by improving data maturity, governance, system ownership and business accountability across Housing Services.

Day-To-Day Responsibilities:

Report Development and Production

- Design, build and maintain reports using NEC, MRI/Jigsaw in Power BI
- Develop dashboards and performance reports for operation and strategic use
- Produce scheduled, ad hoc and statutory reports for Housing Services and Operational teams
- Ensuring reports meet business requirements and reporting standards

Data Analysis and Validation

- Analyse operational data and identify trends, risks and opportunities Analyse complex, operational datasets, identifying trends, risks, root causes and opportunities, using professional judgement to translate findings into actionable recommendations that support service improvement and strategic decision-making
- Translate business requirements into effective reporting solutions
- Validate report outputs to ensure accuracy, completeness and consistency
- Investigate data anomalies and recommend corrective actions

Performance Monitoring

- Generate reports on key housing performance metrics
- Monitor KPIs and provide performance summaries to stakeholders, senior management, committee and board members
- Promote high standards of data quality across Housing Services and Operational teams

System and Database Management

- Develop and maintain report documentation and data dictionaries
- Assist User Acceptance Testing (UAT) for reporting developments and migration activities
- Support data integration between NEC modules and other systems e.g. MRI/Jigsaw
- Support Power BI and other reporting initiatives where appropriate

Compliance and Governance

- Ensure reports comply with GDPR, data protection and information governance requirements
- Follow organisational policies regarding data management and reporting standards
- Support audit requests by providing accurate housing data and evidence

Continuous Improvement

- Work with DDaT and system administrators to resolve reporting issues
- Support the transition from manual reporting to automated reporting processes
- Recommend improvements to data quality and reporting methodologies Provide specialist advice on report design, KPI development and performance measurement, drawing on professional expertise to influence reporting approaches and support informed decision making
- Stay up to date with NEC Housing system enhancements and reporting functionality

Main Accountabilities:

Strategy Implementation

- Support the Council's digital transformation programme by developing reporting solutions that enable evidence-based decision making, improve service performance and maximise the value of the NEC Housing Management System (NECHMS).

Corporate working

- Work collaboratively with Housing Services, DDaT, Business Intelligence, Digital Services and external suppliers to develop consistent reporting standards and management information across the organisation.

Service Leadership and management

- Develop accurate and timely performance reports that support operational management, regulatory compliance, service improvement and strategic planning.

Resources management

- Ensure reporting resources, templates and documentation are effectively maintained and support efficient report production and knowledge sharing.

Partners and Insight

- Analyse large volumes of operational data, producing meaningful performance information, trend analysis and recommendations to support senior management decision making.

Stakeholder Engagement

- Develop productive relationships to understand reporting requirements, delivering high-quality reporting solutions to Housing Services, Operational teams. Including the support of interests from DDaT colleagues and external suppliers.
- Contribute to the implementation of the NECHMS recovery programme to deliver continual improvement.

Business Change and System Improvement

- Supporting NEC Housing programme, upgrades and recovery initiatives by designing, testing and implementing new reports, dashboards and analytical solutions that improve operational effectiveness.

Values and behaviours

- Demonstrate the Council's values by delivering a professional, customer-focused reporting service while promoting continuous improvement and collaborative working.
- Role model positive behaviours, empowering, engaging and encouraging teams you work with, coach, and guide, to live and demonstrate the council values, to facilitate achievement of the corporate vision.

Data Quality

- Identifying inconsistencies, monitoring data integrity, and supporting services to improve the accuracy and completeness of information held within NECHMS.

Compliance and Governance

- Ensure reporting supports statutory requirements, internal governance, audit requirements, GDPR, Council policies and the Regulator of Social Housing Consumer Standards.

Equality, Diversity and Inclusion

- Uphold and promote the aims of the council's equality and diversity policies to ensure non-discriminatory practices to system recovery, service improvement and decision-making support fair, accessible and responsive services for all residents and staff.

Specific responsibilities:

- Produce accurate, high-quality reports and dashboards that drive performance, uncover opportunities for continuous improvement.
- Develop and maintain NEC Report Builder reports across all Housing modules.
- Gather reporting requirements from Housing managers and service users.
- Analyse complex datasets to identify trends, exceptions and operational issues.
- Design performance dashboards and management information reports.
- Produce statutory, operational and ad hoc reports for multiple audiences.
- Validate report outputs and investigate discrepancies.
- Develop reporting specifications, documentation and user guidance.
- Work closely with DDaT and NEC specialists to resolve reporting issues.
- Support NEC upgrades by testing report compatibility and functionality.
- Assist with report migration during system upgrades.
- Promote best practice in reporting, data management and business intelligence.
- Monitor data quality and recommend improvements to business processes.
- Support implementation of Power BI and other analytical tools where appropriate.
- Contribute to the Housing Recovery Programme by developing reporting solutions that support recovery milestones and performance monitoring business
- Provide advice on report design, KPIs and performance measurement.
- Ensure reporting complies with GDPR, Information Governance and corporate policies.

Person Specification: Housing Report Builder/Analyst

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Experience and Knowledge	Proven experience developing reports using NEC Report Builder or equivalent reporting tools.	Essential	A, I
	Strong understanding of Housing Management Systems e.g. NEC Housing Management System, MRI/Jigsaw	Essential	A, I
	Experience producing management information and performance reports	Essential	A, I
	Knowledge of social housing or local authority housing services, including housing management processes, key housing datasets, performance management, Tenant Satisfaction Measures (TSMs) and the Regulator of Social Housing Consumer Standards.	Essential	A, I
	Strong understanding of data quality principles.	Essential	A, I
	Experience of analysing housing management data to support performance management, regulatory reporting, service improvement and operational decision making.	Essential	A, I
	Experience of Preparing and presenting detailed reports that synthesise data into digestible formats, highlighting key findings and actionable recommendations	Essential	I
	Working in cross-functional teams on shared projects, products and goals, including defining and tracking service metrics	Essential	I
	Excellent written and oral communication skills	Essential	A
	Effective in coordinating and planning own workload	Essential	A, I
Technical Skills and Abilities	Proficiency in using query languages and data analysis packages e.g. SQL, Power BI, Data Warehousing principles	Essential	A I
	Ability to design insightful dashboards and present findings in various formats to different stakeholder audiences	Essential	A I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	Ability to extract, clean, link, enhance and model data sets in a variety of software packages in a timely, effective and obvious way	Essential	A, I
	Strong knowledge of Microsoft Office applications	Essential	A
	Ability to explain technical information to non-technical audiences	Essential	I
	Build positive relationships with a range of both internal and external stakeholders	Essential	A, I
	Ability to write and execute tests to prove and maintain system quality and data integrity	Essential	A, I
Knowledge and understanding	Understanding change management and how it can affect people in diverse ways	Desirable	I
Planning and Organisation	Excellent organisational skills	Essential	I
	Ability to manage multiple priorities with minimal supervision	Essential	I
Qualifications	Educated to A-Level Standard or equivalent experience	Essential	A
	Degree or professional qualification in Information Systems, Data Analysis, Business Intelligence.	Essential	A
	Chartered Institute of Housing (CIH) qualification	Desirable	A
Team Player	Collaborative working with housing and wider service teams to understand reporting requirements and ensuring reports meet operational needs	Essential	I
	Knowledge sharing reporting techniques, system knowledge and best practices	Essential	I
	Problem solving as a Team to investigate data quality issues	Essential	I
	Contribute ideas and solutions during team meetings and projects	Essential	I
Personal Attributes	Highly resilient and outcome focused	Essential	A, I
	Pragmatic, delivery-focused approach with a strong sense of ownership and accountability	Essential	A, I