



## Role Profile

Quality & Performance Housing Analyst  
*Housing – Prevention and Communities*

|                                                               |                                                               |
|---------------------------------------------------------------|---------------------------------------------------------------|
| <b>Role Profile:</b> Quality & Performance<br>Housing Analyst | <b>Role Profile Number:</b> SBC_12630                         |
| <b>Directorate:</b> Housing                                   | <b>Reporting to:</b><br>Quality & Performance Housing Manager |
| <b>Grade:</b><br>CFL 8                                        | <b>Date Prepared:</b> March 2026                              |

## Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

**We SEE** – people, not problems – and stay curious to understand their story.

**We HEAR** – each other and the people we serve

**We CARE** – about our colleagues, our residents and our community

**We ACT** – with integrity, accountability and purpose

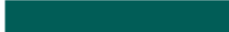
**We LEARN** – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

## The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.

|                                                                                   |                                                                                   |                                                                                   |                                                                                    |                                                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |  |  |  |
| <b>We See</b>                                                                     | <b>We Hear</b>                                                                    | <b>We Care</b>                                                                    | <b>We Act</b>                                                                      | <b>We Learn</b>                                                                     |
| people, not problems – and stay curious to understand their story.                | each other and the people we serve.                                               | about our colleagues, residents and community.                                    | with integrity, accountability and purpose.                                        | from data, feedback and experience to keep improving.                               |

**Purpose:** The Quality & Performance Housing Analyst will implement the development, management and reporting of the housing service’s performance framework, ensuring alignment with corporate priorities and regulatory requirements across Council-owned properties. The postholder will oversee the collection, analysis and reporting of key performance indicators (KPIs), Tenant Satisfaction Measures (TSMs), statutory returns, and operational metrics across all service areas.

This role involves operational delivery of the pillars which underpin the regulatory compliance with the Social Housing regulator. The postholder will develop and maintain robust quality assurance frameworks, embed customer insight and data in all strategy, policy and procedures for Housing functions, and work closely with the Housing Systems and Housing Engagement and Feedback teams to ensure seamless integration for the robust governance, assurance and delivery of all landlord functions.

The successful candidate will demonstrate technical expertise in housing management, and the ability to manage complex operational activities. The role also requires effective stakeholder engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

#### **Key responsibilities and accountabilities:**

##### **Quality Assurance, Compliance & Performance Monitoring**

- Develop and maintain a robust quality assurance framework to ensure services consistently meet required regulatory and compliance standards.
- Provide senior managers with clear, accurate and timely performance intelligence to drive decision-making
- Lead internal audits, case reviews, and quality checks across housing teams, identifying areas for improvement and ensuring corrective actions are implemented.
- Lead or support service reviews, benchmarking exercises and external assessments to compare performance against peers and identify opportunities for improvement.

- Monitor compliance with legal and regulatory duties, including the Regulator of Social Housing consumer standards and the Housing Ombudsman's Complaint Handling Code.

### **Policy, Procedures & Governance**

- Coordinate the updating and delivery of high-level housing strategies, working with internal teams, partners and tenants.
- Coordinate and contribute to policy reviews, service planning, improvement plans, strategy development and governance frameworks. ensuring they remain compliant, current, and accessible.
- Research, identify and disseminate best practice in housing policy and future national developments, advising managers on implications for service delivery.
- Manage, coordinate, research, collate and analyse statistical and qualitative data required for strategies, surveys, projects, needs assessments and corporate reporting.
- Coordinate governance processes, producing high-quality reports, updates and evidence for senior leadership, elected Members, tenant panels and regulatory bodies.

### **Data Management & Insight**

- Ensure the accuracy, completeness and integrity of data used across all housing systems, performance dashboards and reporting mechanisms.
- Coordinate the collection, validation and reporting of housing KPIs, Tenant Satisfaction Measures (TSMs), statutory returns and performance dashboards.
- Collaborate with the Housing systems team on the development of data insight tools, ensuring colleagues can access meaningful performance information that supports operational improvement.
- Manage statutory data submissions and other regulatory returns as required.

### **Complaints & Feedback Oversight**

- Assist in monitoring complaints, feedback and enquiries relevant to the quality and performance of housing services.
- Analyse themes and trends to support service learning and provide evidence for performance discussions and strategic reports.
- Ensure analytical tools are used efficiently to support insight-driven decision making, including hard to reach groups that are otherwise under represented.

### **Cross-Service & Corporate Collaboration**

- Work collaboratively with cross-Council teams (e.g., IT, Finance, Corporate Performance, Business Development) to improve data flows, reporting processes and system capabilities.

- Support the organisation's corporate performance objectives by contributing expertise in housing data, quality assurance and regulatory compliance.

#### **Internal Audit & Regulatory Preparation**

- Provide specialist advice on performance, research, monitoring, policy issues and regulatory compliance to colleagues and managers.
- Co-ordinate responses to internal and external audits, inspections and consultations.
- Work collaboratively with corporate teams and housing teams to maintain accurate data flows and reporting processes.
- Prepare the service for regulatory inspections, audits and data validation exercises, ensuring readiness and compliance.
- Carry out quality assurance checks, case audits and compliance monitoring across housing teams, escalating issues to managers and supporting corrective actions.

#### **Support for Digital & System Improvements**

- Contribute performance and data requirements to the development of digital tools, system upgrades and process automation.
- Work closely with systems leads to enhance reporting, accuracy and usability.

#### **Communications & Information Sharing**

- Consult and communicate on strategies, policies, surveys and development programmes with Members, tenants, residents, community groups and external agencies.
- Produce accessible and meaningful performance reports for tenants, leaseholders and Members, ensuring transparency and accountability.
- Support the design of resident-facing materials that explain performance outcomes, TSM results and quality initiatives.

#### **Risk Management**

- Identify risks associated with performance, compliance and data quality, ensuring these are reported and mitigated effectively.
- Advise senior officers on implications for service planning, performance reporting and strategic housing responsibilities.
- Maintain risk logs for the service area and contribute to wider departmental risk management.

#### **Business Continuity & Resilience**

- Support continuity planning for performance reporting, data access and assurance activities.
- Provide support across the Improvement and Strategy wider housing management function during periods of absence or peak workload.
- Deliver or commission training for staff on performance measurement, regulatory requirements, data quality and the use of performance systems or dashboards.

- Support compliance with the Regulator of Social Housing's consumer standards, the Housing Ombudsman's Complaint Handling Code, and relevant legislation.
- Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.
- Respond to service requests, complaints, and enquiries from residents, elected members, and other stakeholders.
- Attend meetings with tenants, leaseholders, community groups, and Councillors to provide operational updates and resolve issues.
- Support the development of digital systems and data reporting tools to improve operational insight and decision-making.
- Promote a data and customer insight driven culture by utilising data and feedback to inform decision-making within processes and service delivery.
- Oversee and ensure compliance with lone working Health and Safety policies and procedures, promoting personal safety for Officers

**Supplementary Accountabilities:**

- Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure training needs are met.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
- Carry out any other duties appropriate to the post as necessary or as requested.

**Professional behaviours:**

- Everyone in Housing is responsible for
- Safeguarding adults and children.
- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to under-represented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

**Decision making:**

- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.

- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.

**Creativity and innovation:**

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.
- Promote innovative use of methods, and digital tools to modernise service delivery and improve efficiency.
- Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes.
- Contribute to strategic development initiatives, ensuring innovations align with organisational.

Job Scope

|                                          |               |
|------------------------------------------|---------------|
| <b>Number and types of jobs managed:</b> | Number or N/A |
| <b>Budget Holder:</b>                    | No            |
| <b>Budget Value:</b>                     | N/A           |
| <b>Asset Responsibility:</b>             | N/A           |

**PERSON SPECIFICATION**

| <b>Qualifications:</b>                                                                                                                                                                                                                                    | <b>Essential or Desirable</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| <ul style="list-style-type: none"> <li>• Chartered Institute of Housing level 3 or above (or equivalent experience)</li> <li>• Management qualification or equivalent experience desirable</li> <li>• Educated to GCSE Level A–C or equivalent</li> </ul> | D<br>D<br>D                   |
| <b>Knowledge and Experience:</b>                                                                                                                                                                                                                          |                               |
| <ul style="list-style-type: none"> <li>• Knowledge and Experience of utilising housing management data/governance frameworks and reporting tools and policy and procedure development for housing services.</li> </ul>                                    | E                             |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <ul style="list-style-type: none"> <li>• Proven experience of working with customers face to face and over the telephone; being able to demonstrate excellent customer handling skills and dealing courteously and in a professional manner, speaking clearly and showing patience towards others; being able to gather information and give support and assistance.</li> <li>• Appreciation and understanding of Housing legislation including the the Social Housing Regulation Act and the consumer standards.</li> <li>• Experience in stakeholder engagement, conflict resolution, and customer service.</li> <li>• An understanding of the Data Protection Act and the safeguards against disclosing information to a person other than the data subject.</li> </ul> | D<br><br><br>D<br>D<br><br>E     |
| <b>Aptitudes, Skills and Competencies:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |
| <ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• A problem solver who can use their own initiative.</li> <li>• Able to work under own initiative and managing caseload.</li> <li>• Excellent IT skills, and a good knowledge of Microsoft Office.</li> <li>• Ability to maintain and update databases with high levels of accuracy</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                           | E<br><br><br>E<br><br>E<br><br>E |

### Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

