MTVH ROLE PROFILE

Date: 09/03/2022

Role Title (External)	**Senior Performance & Data Analyst**	Directorate	**Property**	Location	**Beeston**
Reports To	**Head of Energy, Assurance & Audit**	Function / Team	**Compliance & Technical**	Geographical Spread	**London, Midlands/East Anglia**
Direct Reports	**N/A**	Budget Sign-Off Approval Level	**Has no direct of quantifiable impact on budgets**	Suitable for Agile Working Options	**Yes ☒ No ☐**
DBS Check Required	**Yes ☐ No ☒** **Yes for DBS check, which level is needed? N/A**			Driving Licence Insurance check required	**Yes ☐ No ☒** **Yes ☐ No ☒**

No DBS Required

Overall Responsibility:

Following the tragedy at Grenfell Tower, regulatory compliance in social housing has assumed a new urgency. As a landlord, we have an important duty of care towards our customers. This is a duty which is broad, encompassing as it does, gas, electrical, fire, asbestos, and many other work streams. Data plays the most critical part in a social landlord demonstrating our compliance position and ultimately underpinning the assurance of safety to our colleagues, board and most importantly our customers.

The Senior Performance and Data analyst will be responsible for data integrity in the Compliance and Technical department, the implementation of an effective reporting framework which underpins the Property Services Strategy, in particular relation to asset management, compliance and technical services and capital investment. The Senior Performance and Data analyst will lead the development of this framework by using a variety of data sets and asset management systems.

This role will manage the reporting and tracking of assets against our strategic and annual plans ensuring MTVH address issues as they arise and report in an engaging manner for colleagues, contractors and other key stakeholders. The senior business analyst will be responsible for the accuracy and quality of the data held by the Compliance and Technical Services Team.

Key Responsibilities and Outcomes

- Design and deliver a real time KPI reporting suite which supports improved performance against key financial, operational and strategic targets and provides assurance to key stakeholders such as the Executive Team and Board regarding statutory compliance obligations.
- Support the Head of Energy, Assurance & Audit to embed a monthly reporting cycle and develop operating rhythm aligned to the statutory, financial and operational reporting needs of key internal and external stakeholders in relation to compliance activities.

- Engage effectively with the Head of Services and other Senior Business Partners to improve delivery of compliance and technical services against key operational and strategic targets.
- Provide timely and accurate data to assist with compiling accurate budgets and forecasts.
- Support the Head of Energy, Assurance & Audit to ensure all property systems are kept up to date and reporting accurately reflects the compliance position across the organisation, including improving data quality.
- Work collaboratively with key stakeholders in aligning the operational needs of the Compliance and Technical Services Team are accurately reflected within financial budgets.
- Responsible for the effective presentation and communication of compliance data using a variety of matrices effectively showing the overall compliance of the organisation.
- Curate and manage Compliance data; and be the liaison between the department and the central data team
- Curate and manage software systems used by the Compliance & Technical department
- Responsible for compliance data in central systems and supporting the Head of Compliance in managing any in-house software provider
- Responsible for the bi-annual validation of compliance responsibilities against asset data.
- Responsible for ensuring that operational teams have the data that they need

Please note that this role will involve travel to other offices as and when required.

This role will work to the following SLAs:

- Phones/Teams – active during work hours and picked up wherever possible
- Voicemail – returned within 1 working day
- Emails – responded within 3 working days

Personal Competencies	Skills / Experience / Knowledge
• Be a self-starter and initiator for problem solving, and the ability to work on your own initiative with strong organisational skills in prioritising tasks. • Excellent communication and interpersonal skills with proven experience of communicating with stakeholders at all levels. • Strong influencing skills • Excellent analytical and presentation skills. • Display professionalism at all times. • Excellent at building strong internal and external relationships. • Ability to drive continuous improvement.	• Educated to Degree level or equivalent experience. • Excellent demonstrable knowledge of SQL and VBA. • Commercially focussed with strong knowledge in finance, desirable experience in an accounts role. • Substantial experience of business analysis and reporting within the Facilities Management or Property Services Sector. • Experience of Northgate, Promaster, Riskbase and other similar Asset Management or CAFM systems • Understanding of continuous improvement methodologies within a Property Services environment would be beneficial • Understand and can demonstrate the value of data and interprets it to provide insight which supports operational and strategic decision making.

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General Responsibilities
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization. • Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. • Play an active role in contributing to effective cross team working and provide cover for colleagues as required. • To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy. • To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all. • To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.