Data Analyst (Voids & Repairs)
Level 4, Zone 2

Job Summary

Salary Range: £48,969 - £55,797
Job Level: Level 4 Zone 2

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Data play a crucial role in supporting both people and communities in Camden. Understanding residents' needs requires inclusive data which help bridge gaps and shine light on the most complex social issues without bias or preconceptions. To achieve this vision Camden has recently published its first of a kind Data Charter to ensure that data is used transparently for public good and managed securely and ethically in an accountable way across the organisation.

Domain Focus

You will lead a portfolio of data analysis work involving the design and development of efficient, accessible pipelines and data models, and delivery of intelligently designed data products across our Repairs services and our Voids services. Your work will ensure that both these business areas are enhanced with real-time oversight of operations and strategic decision making that is informed by robust data analysis.

As a Data Analyst specialising in Repairs, your domain focus will centre around leveraging data to optimise the management of repair services. This includes developing advanced analytics to monitor and predict maintenance issues, facilitating proactive repairs, and reducing long-term costs. You will analyse repair request patterns, identify common issues, and recommend improvements to maintenance processes. Performance monitoring will be a key part of your role, creating dashboards and reports that provide real-time insights into key performance indicators (KPIs) for repairs. These tools will help track progress, highlight areas needing attention, and support decision-making at all levels of the organisation. Cost and resource optimisation will be another critical area, utilising data to identify cost-saving opportunities and optimise resource allocation in repair management. You will model various scenarios to forecast the financial impact of different strategies and advise on the most effective approaches. Additionally, facilitate maintenance of data quality through the development of data quality auditing tools.

In the domain of Voids, your focus will be responsible for collation of and analysing data to minimise the turnaround times of vacant properties and ensure they handed over operationally complete with a time efficient end to end time. This involves assessing the efficiency of void processes and void contract management, identifying and troubleshooting blockages, and proposing data-driven solutions to enhance performance. You will create and maintain data products that provide real-time insights into voids operations, helping to track progress and support decision-making. Automated data sharing between various stakeholders, such as housing officers, maintenance teams, and contractors, will be essential to streamlining the void management process. You will develop protocols for data-sharing and ensure transparency and accuracy in reporting. Cost and resource optimisation will also play a significant role, as you utilise data to identify cost-saving opportunities and optimise resource allocation in void management. Ensuring compliance with local and national regulations, including data protection laws, and maintaining high standards of data quality through regular audits and validations will be crucial aspects of your role.

The Role

As a Camden Data Analyst, you will have a body of knowledge and experience in the skills, tools and techniques of Data Analytics and you will apply to this effectively to support us in delivering for the people of Camden.

Analysis and synthesis of data: You will apply basic techniques for the analysis of data from a variety of internal and external sources and synthesise your findings. Your analysis will support both service improvement and wider strategy development, policy, and service design work across the organisation. You will effectively involve a variety of data professionals and domain experts in this analysis and synthesis and will present clear findings that colleagues can understand and use.

Communication: You will communicate effectively with technical and non-technical stakeholders in a variety of roles. You will build strong collaborative relationships with colleagues from frontline to senior leadership and host discussions that help define needs,

generate new insights, improve data literacy, and promote data culture. You will be an advocate for the team and can manage differing perspectives and potentially difficult dynamics.

Data management: You will understand data governance and how it works in relation to other organisational governance structures and will be a proactive participant in and promoter of Camden's data governance practices. You will use your experience to manage data, ensuring adherence to standards and maintaining data dictionaries. You will effectively manage risk to privacy in adherence to national legislation and local practices.

Data modelling, cleansing and enrichment: You will be able to either produce or maintain data models and understand where to use different types of data models, developing Camden's business intelligence architecture in collaboration with our Data Engineers and Data Architects. You will also have some understanding in reverse-engineer a data models from live systems. You will have understanding of different tools and industry-recognised data-modelling patterns and standards, comparing different data models, communicating data structures using documentation such as schema diagrams.

Data quality assurance, validation and linkage: You will identify appropriate ways to collect, collate and prepare data as set by the Data Architecture team and Data Engineers. This will involve informing the design of frontend system and surveys to ensure enhanced user experience and data quality. You will make judgments as to whether data are accurate and fit for purpose and will support services in maintaining good data quality through the development of data quality auditing systems. You will define and implement batch cleansing processes where appropriate with limited guidance.

Data visualisation: You will use the most appropriate medium to visualise data to tell compelling stories that are relevant to business goals and can be acted upon. Your work will take advantage of a wide variety of data visualisation tools and methodologies, presenting complex information in a way that is engaging, useful and readily intelligible to a range of audiences such as frontline staff, managers, and senior leadership. You will present, communicate, and disseminate data appropriately and with influence in settings ranging from operational meetings to high profile strategic partnerships.

IT and mathematics: You will apply your knowledge and experience of IT and mathematical skills, including tools and techniques. You can adopt those most appropriate for the environment and always work in a manner that is sensitive to information security. You will use your experience of using a variety of tools such as MS Excel, Qlik, SQL, R, Python, QGIS, Tableau.

Logical and creative thinking: You will respond effectively to problems in databases, data processes, data products and services as they occur. You will initiate actions, monitor services, and identify trends to resolve problems. You will take responsibility for determining innovative solutions and assist with their implementation, and with preventative measures. Your analysis will involve creative interaction with data that takes innovative approaches to generating insight and answering business questions.

Project management: You will apply your knowledge and experience of project management methodologies, including tools and techniques, adopting those most appropriate for initiatives such as the development of new reporting solutions or delivery of statutory returns. You will play a lead role in projects as a Data Analytics expert, collaborating with colleagues in a variety of roles to achieve objectives.

Statistical methods and data analysis: You will understand how and when to practically apply existing best practice solutions. You will use your experience of processing data using statistical techniques such as sampling, regression, averages, clustering to generate insight and answer business questions.

Relationships

The role sits within our Supporting Communities Data Analysis Team. It reports to the Senior Data Analyst for our Property Managment division and maintains a dotted line of accountability into the Head of Repairs and Operations. You will work closely with officers in various roles across Repairs and Operations, maintaining effective working relationships with officers at all levels; to help inform analysis, provide advice, and encourage improved data literacy.

In your work supporting our Repairs services, you will build and maintain strong relationships with housing officers, maintenance teams, and external service providers. Collaborating closely with internal teams will ensure that insights from data analysis are directly aligned with operational needs. Regular meetings and workshops will be conducted to share findings and gather input from frontline teams. Liaising with external contractors and service providers will be crucial to gather relevant data, ensuring transparency and accuracy in reporting. You will develop and manage data-sharing protocols to streamline communication and enhance service delivery. Interaction with residents will involve collecting feedback through surveys, focus groups, and interviews to gain comprehensive insights into resident satisfaction and needs.

In your work supporting our Voids services, you will focus on engaging with our voids team, moving homes team, housing officers, maintenance teams, and contractors to ensure efficient void management. Regular collaboration with internal teams will help in

aligning insights from data analysis with operational needs, and external engagement with contractors will ensure accurate and transparent reporting. You will develop and manage protocols for data-sharing to streamline communication and enhance service delivery. Interaction with residents will also be crucial, collecting feedback through surveys, focus groups, and interviews to gain comprehensive insights into resident satisfaction and needs. By focusing on these areas, you will play a crucial role in enhancing the efficiency, effectiveness, and resident satisfaction within the social housing repairs and voids context.

People Management Responsibilities

No formal line management responsibility. However, there will be an expectation that you oversee the work of other Data Analysts in certain contexts and may be opportunities of informal management of other officers.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

This role is not politically Restricted.

Diversity and Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile Working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.