

Job Profile Information: Housing Needs Research and Data Analyst

This supplementary information for Housing Needs Research and Data Analyst is for guidance Capsule for Job Level 4 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- Manage, analyse, interpret and report on complex data in an accessible format to measure effectiveness and performance of services provided by Housing Needs and partner services involved in delivering Camden's Homelessness and Rough Sleeping Strategy.
- Ensure business continuity through the effective running of data systems supporting the Council's Housing Allocation Scheme and statutory homelessness services where the decisions made will have a significant financial and social impact on individuals who require the services or who are affected by them.
- Develop and manage controls designed to ensure the accuracy, consistency and completeness of data produced by the service.
- Set up and/or develop and refine data recording systems, build templates for reports; report running and distribution; response to ad hoc requests for data and/or analysis; response to FOIs; presentation of data via written reports, orally and presentations.
- Understand, analyse and evaluate business and performance functions and processes, advising and supporting homeless and allocations services to carry out these processes more effectively for ongoing service improvement.
- Use data to predict demand, flag issues, identify solutions, initiate new ways of working, and contribute to delivery of actions to resolve them utilising detailed knowledge to provide advice across services.
- Train and coach staff on the importance of using data as evidence, definitions, categorising and inputting data, and provide support and guidance to those needing assistance – including working with frontline staff to understand challenges from the user perspective.
- Take a lead role in shaping and delivering research to inform homelessness service reporting, service improvements and consultation/engagement across the services working with staff, homeless people, the Private Sector Housing Team and our partners. This could include face to face interviews with service users and landlords, and our partners in the NHS, together with coding and data analysis.
- Take a lead role in ICT data related developments in cross-Council homelessness and other housing needs services.
- Communicate and collaborate across Housing Needs and other internal and external homeless related services to deliver improved outcomes for residents and develop a network of data contacts across partner organisations.

Overall the post holder will be required to manage and run data systems and provide data reports, provide specialist advice to colleagues, making use of a variety of data to measure outcomes, inform decision making and improve service delivery.

Example outcomes or objectives that this role will deliver:

- Production of timely and high quality management information data for performance monitoring and service planning purposes provided by the Housing Needs Group and partner services related to homelessness. This includes delivering data systems and reports supporting the Councils Housing Allocations Scheme.
- Ensure the Council's resources are protected and only allocated to those in genuine need by administering systems and processes that prevent and detect fraud.
- Assess and manage risk using data to identify and forecast and comply with audit requirements
- Deliver accurate and timely performance returns to Government.
- Development and implementation of innovative and effective reporting and analysis, to support the priorities and outcomes of Camden's Homelessness and Rough Sleeping Strategy and Housing Allocations Scheme.
- Collaborative and supportive engagement with a wide range of internal and external stakeholders at all levels.
- Continuously analyse complex and detailed service processes and identify improvements to them, working in partnership with multi-disciplinary teams, partners and other professional experts.
- Quality assure large datasets and statistics derived from those datasets.
- Document and assess how the current systems and processes meet service objectives, looking at feasibility, efficiency, performance reporting and statutory requirements including the Equality Act and the Public Sector Equality Duty.
- Draw out business requirements through active listening and questioning techniques to capture and specify requirements and explore solutions.
- Work across services to understand and develop creative solutions to processes, systems and working practices.
- Recommend options for alternative data processes or improvements to systems as appropriate.
- Research using a range of sources to inform and evidence recommendations including interviews, document analysis, workshop feedback, surveys, business process descriptions, case studies, service-user and landlord feedback, business analysis, task and workflow analysis.
- Design and deliver research and consultations including coding, data analysis and write research/consultation reports.
- Investigate, analyse, review and document service functions in terms of business processes and the information they use, and support development of systems for monitoring performance against the key measures, informing strategy decisions.
- Train and coach staff to use data management systems and understand user challenges, which includes shadowing frontline staff.
- Analyse data and present complex information and recommendations in a clear manner to a range of audiences in different formats.

- Lead or take a key role in delivering projects.
- Any other duties and responsibilities commensurate with the grade.

Line Management:

The post holder will report to the Head of the Housing Needs Group with technical supervisory support from the Head of Data and Analytics and will work closely with the Strategy and Change Data Team in Corporate Services. This will ensure that data roles across the Council are sharing intelligence and can work together for continual professional development.

People Management Responsibilities:

There are no formal line management responsibilities for this role but the post holder will be required to coordinate staff on specific projects and work streams. For example to ensure the timely and accurate production of reports, delivery of research, consultations, analysis and performance returns. The post holder will take a lead role in delivering projects involving colleagues from across multiple services and this will require the ability to influence colleagues to complete tasks on time.

Relationships:

This role will be expected to build and sustain effective relationships with colleagues and a range of stakeholders (internal and external to the Council) which support the delivery of outcomes and meet the services priorities.

- Work collaboratively with colleagues e.g. Housing Needs Group, Temporary Accommodation Group, Rough Sleepers Team, Young Peoples Pathway, Adult Pathway, Registrars, Private Sector Housing Team, Trading Standards, Strategy and Change
- Partner organisations e.g. housing associations, voluntary sector, police, hospitals, GPs and businesses
- Government and regional agencies e.g. Ministry of Housing, Communities and Local Government, Greater London Authority, London Councils

Work Environment:

- Predominantly based in our offices at 5 Pancras Square. The post holder may be required to attend evening meetings, or other out of hours events on occasion for which reasonable notice will be given.

- The post holder will be expected to work closely with the Data and Analytics Team and the Strategy and Change Data Teams within Corporate Services so that services are integrated, intelligence is shared and skills are updated as part of continual professional development.
- The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to the community of Camden. However, may require guidance from senior officers on occasion.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will have direct customer interaction during consultation and research or service improvement including face to face, over the phone or via email or post.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate. Home working may be agreed as and when appropriate.

Technical Knowledge and Experience:

- GCSE Maths and English (grade 4 – 9) or equivalent.
- Understanding and application of statistical techniques.
- Understanding and application of research methodology.
- Experience of building and structuring detailed performance reports using IT systems.
- Experience of collating data, analysis and using performance management systems to inform service re-design and improvement to support complex projects.
- Experience of leading on complex technical data issues including research, policy development and legislation or service changes.
- Experience of working accurately with attention to detail and producing clear accurate written reports on time.
Experience of presenting performance management data in accessible ways using different formats to a varied audience.
- Experience of processing and storing data securely and sharing information in accordance with the data protection legislation, including the General Data Protection Regulation (GDPR).
- Understanding and experience of delivering the Equality Act and the Public Sector Equality Duty together with writing Equality Impact Assessments
- Experience of prioritising work to meet deadlines, demonstrating high level interpersonal skills and ability to work well with all levels of staff across the organisation and externally, and as part of a team.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Housing Needs Proposed Structure Chart



