

Job profile Information: Homelessness Research and Data Analyst

Job Title: Research and Data Analyst

Job Grade: Level 4 Zone 1

Salary: £38,297 - £44,424

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 the 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.'

We Make Camden and Camden's Homeless and Rough Sleeping Strategy is committed to achieving the aspiration that 'Everyone in Camden should have a place they call home.' To deliver this we need data to provide an evidenced approach to decision making, to monitor and report on service delivery, and propose improvements to help prevent homelessness and to support people to find and stay in a home.

The post is based in the Housing Needs Service which sits within Housing and is part of the Supporting Communities Directorate. The Housing Needs Service provides homeless prevention advice, homeless support and assessment and incorporates private sector housing advice, housing related trading standards and environmental health, licensing, enforcement and Landlord Accreditation training on behalf of the Greater London Authority. Although the position is based within Housing Needs, the post holder will be required to manage, analyse and report on complex data across its partner services involved in delivering Camden's Homelessness and Rough Sleeping Strategy which includes Rough Sleeping, Adult Pathway and Temporary Accommodation.

About the role

- Overall the post holder will be required to manage data, design and run reports and data systems, provide specialist advice and make use of a variety of data to measure outputs and outcomes, inform decision making and improve service delivery.
- Use data to predict demand, flag issues, identify solutions, initiate new ways of working utilising detailed knowledge to provide advice across services.
- Set up and/or develop and refine data recording systems including dashboards, build templates for reports; report running and distribution; respond to ad hoc requests for data and/or analysis; respond to Freedom of Information requests; presentation of data in an accessible format for different audiences.
- Document and assess how the current systems and processes meet service objectives, promote efficiency and monitor performance on the Council's Housing Allocations Scheme and social housing register.
- Understand, analyse and evaluate business functions and processes, advising and supporting homeless and allocations services to carry out their work more effectively to deliver ongoing service improvement.

- Train and coach staff including lead officers on the importance of using data as evidence, work collaboratively to develop meaningful service performance indicators e.g. reviewing definitions, categorising and inputting of data, and provide support and guidance to those needing assistance – including working with frontline staff to understand challenges from the user perspective.
- Deliver equality monitoring and impact, data protection requirements including duties set out in the Equality Act, the Public Sector Equality Duty, Data Protection Act and General Data Protection Regulations.
- Take a lead or key role in shaping and delivering research and data projects 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 people who are homeless, landlords, and our partners in the NHS, together with coding and data analysis.
- 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
- Any other duties and responsibilities commensurate with the grade.

About you

- Demonstrable experience of handling large volumes of complex data and summarising and presenting succinctly
- GCSE Maths and English (grade 4 – 9) or equivalent.
- Experience of building and structuring detailed performance reports using IT systems, particularly relational databases and SQL query language.
- 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 verbal and 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
- Understanding and application of statistical techniques.
- Understanding and application of research methodology.
- 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.

Work Environment:

- Based in our office at 5 Pancras Square with a combination of office and home working. 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 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. May require guidance from senior officers on occasion.

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, Temporary Accommodation Group, Rough Sleepers Team, Young Peoples Pathway, Adult Pathway, Registrars, Private Sector Housing Team, Trading Standards, Strategy and Change, Clinical Commissioning Group
- Partner organisations e.g. housing associations, voluntary sector, police, hospitals and NHS services, GPs, substance misuse services, dentists, food banks, businesses
- Government and regional agencies e.g. Department of Levelling Up Housing and Communities, Greater London Authority, London Councils

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?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities and people who have experienced or been at risk of homelessness to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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, people with long-term health conditions and people who have experienced homelessness. 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,