**Yorkshire Housing Role Profile**

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| **Job title:** | Place Strategy Officer | **Leader of others:** | No |
| **Reports to:** | TBD | **Contract type:** | Agile- Homeworking |
| **Business Area** | Place | **Budget holder?** | No |

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| **Job purpose** |
| As a Place Strategy Officer you will lead on the development of reporting, analysis and intelligence to support the department in evolving into a data led intelligence approach to Place based work and interventions from our TMO’s, caretakers and other colleagues. Your role is ensure stakeholders understand the data and utilising your knowledge of Tenancy Management you will recommend where resources could be utilised, where specialist interventions need to be undertaken with the ultimate aim of increasing tenancy satisfactory measures and reducing the number of reactive cases.The data insight will play a vital role in strategic Place Plans, to ensure that that the Place Plans are fit for purpose and targeting initiatives in a localised area which really matter to our tenants. This insight will be data led and the data will be gathered from various sources. You will act as a ‘bridge’ and lead with the data team and provide insight on what reporting requirements are needed and support in development of business intelligence reports in Power BI that provides provide valuable analysis to the organisation. You will be passionate about data led approach to Tenancy Management and play a key role in moving the business towards a data-enabled culture. You will be a natural collaborator and understand how to interpret data and what interventions will maximise Tenant satisfaction.  |

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| **Key responsibilities** |
| * Support the delivery of key data and performance services including the performance framework and associated reporting
* Work with stakeholders across the organisation to recommend and understand what data stakeholders need.
* Collaborate with the Data Team on the design and deliver key dashboards, reports and analysis based on user requirements.
* Use your Tenancy Management knowledge to interpret the data and provide reports and insight in a meaningful way.
* Work collaboratively with subject matter experts and technical leads to ensure data and reporting is fit for purpose and accurate
* Curate data from multiple sources to provide insight, with a focus on increasing Tenant satisfaction and informing Place based designs.
* Work closely with the data Team to develop efficient and effective reporting solutions
* Develop innovative solutions to using data and how data can be gathered, checked and provide insight.
* Communicate to stakeholders on reporting changes and data issues, and provide training on report use
* Act as an organisational expert on Place data, providing reports that are insightful and also complement wider initiatives within the organisations particularly within Homes & Place and the wider Customer Experience Directorate.
* Network, collaborate with other data focussed colleagues within the organisation to add to the richness of data that the Place Team has access to, in increasing Tenant satisfaction and informing Place Plans.
* Understand and network with other Housing associations and other customer focussed organisations, to understand best practice on the interpretation of data to provide customer insight.
* Contribute data to strategic work undertaken by senior leaders.
* Recommend and work with the data team streamlined processes and create automation to drive efficiency in reporting delivery
* Work collaboratively and proactively engage across the organisation to understand user needs and context around reporting and the data landscape
* Work across different teams and collaborate on different projects as required.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility and level of this post as directed by the management team. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Experience of interpreting business requirements and successfully translating them into actionable reporting solutions.
* Experience and knowledge of Tenancy Management and Tenancy satisfaction measures and a passion for providing tangible solutions to increase Tenant satisfaction.
* Experience of manipulating data in a relevant data analysis tool (for example Microsoft Excel, including creating pivot tables, writing look-up formulae, etc).
* Experience of using software for the visualisation and presentation of data analysis for decision makers (for example Microsoft Excel data visualisations, Power BI, Tableau).
* Experience of influencing and collaborating with stakeholders, technical and business colleagues to deliver reporting solutions across an organisation.
* A passion for data and a desire to help drive a data-enabled culture across an organisation.
* Proven ability to learn new technical and analytical skills, and experience of applying them to changing circumstances.
* Ability to summarise, explain and present complex analysis to a diverse audience.
* An ability to plan work with an appreciation for timescales, dependencies, and a consideration for future proofing.
* Excellent customer service and interpersonal skills, with experience of understanding and meeting customer needs and managing expectations.
* Effective written and verbal communication skills communicating to staff at all levels, including in analytical writing and delivering presentations.
* Willingness to embrace change and experience of engaging others in organisational and cultural change.
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| **It would be a bonus if you have:** |
| * Extensive knowledge of the White Paper and a wider knowledge of the challenges within the Housing sector
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |