

# Yorkshire Housing Role Profile



**Yorkshire  
Housing**

<b>Job title:</b>	Business Performance Analyst	<b>Leader of others:</b>	No
<b>Reports to:</b>	Business Performance Manager	<b>Contract type:</b>	Agile-Homeworking
<b>Business Area</b>	Repairs and Investment Delivery	<b>Budget holder?</b>	No

## Job purpose

This role will provide support to the Business Performance Manager in ensuring the Repairs and Investment Delivery (R&ID) function is delivering a customer-obsessed service against the agreed performance targets and budgets.

You'll intelligently provide the business across all levels data, KPRI and other reporting, which will enhance understanding and inform operational decisions, working with our data team and other subject matter experts.

You'll play a key role in providing insight, reporting and recommend actions to enable the business to provide the best customer experience.

## Key responsibilities

You'll undertake deep-dive analysis into business performance reports from different teams with R&ID, understanding how the team is doing and continuously searching for opportunities to improve performance across the team.

You'll embrace a culture of continuous improvement, using the data to inform your strategies on how the team can deliver an exceptional customer experience across the end-to-end repairs service.

You'll also analyse the data to identify issues, or areas of concern - making clear and succinct recommendations on how to improve the service and rectify any issues which may impact the customer and lead to inefficiencies.

You'll work closely with the Finance BP for R&ID and senior managers to support the budget management and forecasting process.

You'll monitor and reconcile expenditure with external partners. Leading on performance management meetings with the relevant stakeholders.

You'll administer systems to support the contract manager.

You'll work with the Business Performance Manager to enhance mobile-working solutions

You'll support change activity - identifying opportunities to improve and streamline existing processes and procedures and specifying requirements of existing systems.

You'll work with the data team and other subject matter experts across the business on projects and other improving insight across the business.

You'll research, learn about best practice and champion a data centric approach.

## What you'll bring to the role

### The main things:

- Analytical mind - can identify trends and issues from large and complex data sets and paint a picture on performance and represent results visually.
- Effective and confident communicator - can play back performance trends to senior managers and make confident and evidence based recommendations - can simplify often complex conclusions into easy to understand language
- Customer obsessed - passionate about delivering an exceptional customer experience, ideally with an understanding and previous experience of complaints data.
- Capable of being challenged and challenging stakeholders, in relation to any reporting or analysis.
- Advanced Excel skills
- Thorough understanding of existing processes, procedures and systems used within R&ID
- Strong commercial awareness and understanding of the budget management and forecasting process
- Effective team player and can work with people at all levels of the organisation
- Strong problem-solving skills - understanding of what is required to drive improvements in quality of service.
- Flexible and open to change and is a Change Champion in transforming ways of working to be data drive.

### 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.