

Job Description:

Job Title:	Senior Performance Data Analyst
Grade:	3
Working pattern:	Full time/fixed term
Hours:	35
Location:	Working from home with occasional office attendance

Role purpose summary:

The Senior Performance Data Analyst is a member of the Performance and Business Information Team whose purpose is improving the Housing Ombudsman's data capabilities through the implementation of innovative customer-centric reporting and forecasting solutions building a data-driven culture.

The role is responsible for leveraging data from core systems using **data transformation techniques** to identify, develop and inform. The post holder will deliver robust, high quality actionable customer insights through automation and data re-use, enabling a single version of the truth. The role will identify performance trends, support operational decision-making and drive continuous service improvement maximising the value of organisational data assets.

Responsibilities and Outcomes:

- Partner with a designated directorate developing a deep understanding of strategic objectives, operational priorities and key initiatives to provide proactive analysis, performance reporting and evidence-based insights that support delivery and decision-making.
- Gather and analyse business requirements, translating priorities into intuitive reports, dashboards, and analytical products that deliver meaningful insights and support business needs.
- Work closely with senior leaders, managers, and stakeholders to develop, embed, and continuously improve the organisation's performance measurement framework, key performance indicators, and reporting standards.
- Act as a subject matter expert for performance reporting and analytics, enabling teams to self-serve information through guidance, coaching, and problem-solving support.
- Conduct ad hoc analysis and investigations in response to emerging business issues, providing timely insight to support operational and strategic decision-making.
- Identify trends, risks, and opportunities through the analysis of operational and performance data, providing actionable recommendations to support service improvement and the successful delivery of business initiatives.
- Design, develop, maintain repeatable data pipelines and data collection processes, improving efficiency, consistency, accessibility, and the reuse of trusted data assets.
- Promote and maintain data quality and integrity through data profiling, validation, exception reporting, and the implementation of appropriate quality assurance controls.
- Prepare and provide accurate data and performance information for external publication, including responses to Freedom of Information (FOI) requests, statutory reporting requirements, and other external information requests.

- Apply performance analysis across multiple stages of the product and service lifecycle, integrating data from a range of systems and formats into clean, reliable datasets, and building this into reusable dataflows that strengthen reporting consistency across the team.

The post holder should strive at all times to adhere to HOS values of Learning , Excellence, Openness and Fairness.

HOS is committed to equality of opportunity in all its practices, policies and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation or discrimination, where everyone is treated with dignity and respect. We expect all staff to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person Specification

	Essential (E) Desirable (D)	Assessment method: Application (A), Test/assessment (T), Presentation (P), interview (I)
Qualifications/CPD		
Education to level 4 (or equivalent CPD relevant to the roll)	E	A
Experience		
Extensive use of Microsoft Power BI, to design, develop and maintain interactive dashboards, reports and analytical solutions.	E	A/I
Experience of partnering with senior managers and stakeholders to understand business requirements and deliver analytical solutions.	E	A/I
Experience of gathering requirements, implementing data flows and building a comprehensive data platform.	E	A
Ability to identify and share performance trends, opportunities and issues, providing the business with greater visibility and valuable insights.	E	A/T
Knowledge and experience of predictive modelling via exploratory data analysis.	D	A
Experience of establishing and maintaining robust data quality and governance processes	D	A
Experience with Microsoft Fabric, Azure Data Lake, Azure Synapse, Data Factory, Power Query, Google Analytics, Python or R	D	A/I
Knowledge and Skills		
Strong communication and client management skills.	E	I
Strong problem-solving and critical-thinking abilities.	E	I
Ability to work independently and can manage several tasks at once.	E	I
Ability to see the big picture and communicate insights in layman's terms through analysis and data storytelling.	E	I

Behaviours :		
Learning – able to actively promote data literacy throughout the organisation to improve data-driven decision-making.	E	I
Excellence – able to engage and build strong relationships with key business users and technical colleagues.	E	I
Additional Requirements:		
To comply with the Housing Ombudsman Equal Opportunities policies		
To comply with the Housing Ombudsman Health & Safety policies		
To comply with the Housing Ombudsman IT policies and procedures		
This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.		

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