

# Job Description and Person Specification

Role: Housing & Homelessness Performance Analyst



# Job Description

<b>Job Title</b>	Housing & Homelessness Performance Officer
<b>Grade</b>	5
<b>Service</b>	Housing & Homelessness Service
<b>Location</b>	Broadgate House
<b>Job Evaluation Code</b>	A5958



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



# About the Service your team will provide

## Purpose of the role

To use a range of data and reporting systems to assist in maintaining high-quality Housing & Homelessness Services, including temporary accommodation, housing options, choice-based lettings and rough sleeping outreach services.

To lead on the development and delivery of insight, analysis and intelligence to drive change within the Housing & Homelessness service. Working with internal and external stakeholders to continually enhance the data infrastructure within the service, increasing automation and reducing the need for manual reporting.

To undertake system maintenance and troubleshoot technical issues to ensure consistency in performance reporting.

To work closely with other departments both internally and externally to share and collate performance data.

## Main Duties & Key Accountabilities

### Core Knowledge

- To work flexibly throughout the service to meet changing priorities
- To support decision makers by providing insight into the performance of various aspects of the service
- To maintain an awareness of the statutory responsibilities of the service
- To support managers in developing and monitoring appropriate performance indicators
- To develop and maintain a suite of reports and dashboards on a number of IT systems
- To complete the relevant statutory government data returns within required time frames
- To maintain accurate reporting records and update the relevant performance dashboards as required
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- To analyse the data, monitor trends and report on service progress
- To analyse, monitor and report on rental income and housing benefit recovery
- Attend meetings to represent the department and share information in relation to performance and data insight
- To support and take part in projects within the service where there is a requirement for performance insight

- To respond to a range of administrative tasks
- Support in the implementation of strategies to enable organisational change
- Resolve queries using appropriate systems and information at your disposal
- Use appropriate systems to support different areas of the service by inputting and collecting data
- To provide advice and guidance to senior management regarding improvements to reporting mechanisms
- Any other duties and responsibilities within the range of the salary grade

## Key relationships

<p><b>External</b></p> <ul style="list-style-type: none"> <li>• One Coventry Partners</li> <li>• System providers</li> <li>• Housing &amp; Homelessness support providers</li> <li>• Commissioned services</li> </ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• ICT &amp; Digital</li> <li>• Housing &amp; Homelessness Colleagues</li> <li>• Housing &amp; Homelessness Senior Management Team</li> <li>• Insight Team</li> </ul>
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

This role does not have any direct line m

## Person specification

<b>Job Evaluation Code</b>	A5958
<b>Knowledge</b>	
An awareness of the statutory responsibilities of the Housing & Homelessness Service under Homelessness Legislation	
Excellent knowledge of Microsoft IT packages, particularly Excel and Power BI	
Knowledge of creating reports and dashboards and analysing data	
<b>Skills and Abilities</b>	
Excellent verbal and written skills with the ability to write reports and communicate with a range of different audiences	
Self-management skills, to enable management of time and workload	
Effective organisational skills, with the ability to plan, develop and prioritise work in order to meet deadlines and changes in priority	
Problem solving, investigative and analytical skills to be able to analyse and act on information provided	
Adaptable and flexible to meet the changing needs of the service whilst focussing on continuous improvement	
Excellent skills and abilities with a high level of Initiative whilst working independently	
Excellent ICT skills with the ability to build and maintain a suite of custom reports and insight dashboards	
<b>Experience</b>	
Experience of leading on data analysis and insight within an organisation	
Experience of working in a fast-paced environment with conflicting priorities that can change at short notice	
Experience of managing own workload and planning effectively to manage conflicting priorities	
Experience of using Power BI to create automated reporting dashboards	
Experience of implementing automation solutions to reduce manual tasks and streamline processes	
Experience of performing comprehensive data analysis to assist in strategic planning	
Experience of producing high quality work using various IT packages to support services in areas such as spreadsheets, report writing etc	
<b>Qualifications</b>	

Relevant experience

**Date Created**

17/05/2023

**Date Reviewed**

28/01/2025