

Data Governance Technical Analyst

Chief Operating Office – Data & Analytics Dept.

Overview	
Role Purpose	As a leader in the sector, digitally transforming services, NHG recognises the importance of Data in achieving its vision. The Data Governance Technical Analyst role offers an exciting opportunity for a candidate with strong data skills, experience in data governance, data quality programmes, mapping data lifecycles, and data management projects. Data skills will be accompanied by an ability to communicate persuasively and effectively at all levels at NHG, your work will drive NHG towards becoming a data led decision organisation and will play an important role in the data transformation programme. The Technical Data Analyst will provide technical and subject matter expertise on data integrity and support relating to the collection of and accuracy of data and will support staff as they take on their new responsibilities. You will work alongside teams across NHG, including technology teams. You will utilise and retain SME knowledge of the NHG Data Governance tool and will need to pick up knowledge of it and harness it to drive improvements. As the bridge between technology and the business, this role requires data specialism along with excellent communication skills and understanding of people, change and what we do (business and commercial). Your work will have an impact on our residents in our homes.
Responsible for	N/A
Reports to	Data Governance Manager
Line management	N/A
Tier	7
Expectation Level	Team Leader
Role relationships	
Internal	Staff across the business, from Head of Service to subject matter experts on data
External	<i>Intozetta, Microsoft</i>

Role accountabilities	
Lead	
<ul style="list-style-type: none"> Championing Data across NHG, and amongst staff and teams; working as a trusted partner and critical friend to help them and their areas become more data driven. Translating data into meaningful concepts that people relate to. Build and nurturing networks and influence in and out of sector. Support NHGs periodic data maturity review to inform our strategy and annual programme. 	
Programme	

Role accountabilities

- Working collaboratively across the operational businesses to understand their priorities & needs. Agreeing with the business which data issues are priorities to govern, developing the annual programme of data governance work.
- Ensuring engagement and communications for the data governance stream of the programme.
- Provides both technical and subject matter expertise on reports, and data sources.
- Responsible for writing (SQL) and interpreting reports that deliver intelligence to the operational business.
- Enables operational teams to focus on delivering great service by helping them to manage and navigate risk through assurance and provision of high quality and timely reporting and Business Intelligence.
- Drives performance and improvement by enabling businesses to understand their performance and identify opportunities for improvement, as well offering operational insight, analysis on key areas.

Data

- Supporting NHGs approach to governance of data; a consistent, enterprise wide, value led framework built around ownership and core competencies of care, data quality, protection, and structure. Lowering business risk across NHG. Writing the standards and principles to do so.
- Leading the use of self-serve tools to identify and track improvements.
- Leading driving the democratisation of data across NHG and establishing data governance in NHG, raising data literacy. Enabling our data to be used for increased operational efficiency and a positive impact on business outcomes.
- Supporting running the data governance framework, including the agreed leadership forums.
- Managing setting up any relevant KPIs and meeting any relevant reporting requirements.
- Having a strong client relationship with technical colleagues across ISC, who are responsible for technical solutions and deliver prescribing to them requirements around the structure of the organisations data, and what the organisation needs from its data. Including any organisation data standards, that support the data governance frameworks success.
- Working closely with compliance GDPR functions to ensure that all aspects of data governance are aligned.
- Managing the rules and technical skill set required to establish the data governance framework is in place.
- Manage NHGs approach to data valuation, creating a recognised data value across relevant data.
- Ensure data related regulatory compliance issues and risks are covered and solutions implemented.
- Supporting ensuring NHG has relevant policies and processes around data ethics to maximise the value of our data and protects NHGs from risk.
- Working collaboratively to deliver new sources of data, including open data from new partnerships, ensuring we have the relevant agreements and protections, and so that this can be used to enhance NHGs data assets, and deliver better business outcomes.

Role accountabilities

- Write technical scripts using SQL, working with IT to implement the scripts to extract and then review data.
- Work to support the businesses in making the most of their data, working closely with them to produce ad-hoc reporting requests, as required.

Analytics

- Managing development and delivery of great data governance/quality dashboards.
- Managing defining requirements of Board and EB level dashboards and championing their delivery.
- Managing the automation of NHGs KPI framework; increasing compliance and improving efficiency.
- Work collaboratively with others across the Centre of Excellence; to ensure data in products is trusted.
- Work with IT to maintain accurate data sources.

Technology

- Supporting identifying new requirements and ensuring new products are delivered to support the work. Including, amongst others, data governance tools, data catalogues and quality tools.
- Supporting the Data Governance project manager as the enterprise-wide lead on Data Governance; working collaboratively across COO (incl. IT and digital – who are accountable for data architecture and delivery) to ensure the requirements are understood and aims of business and data strategy are met from the infrastructure that ingests, moves, stores and surfaces. As the owner of all data across NHG, they'll agree that their needs are being met by the relevant design, solution, or delivery. Involved in relevant gateway processes.
- Responsible for ensuring that new data, created by new digital solutions is governed and managed in line with our governance framework.
- Responsibility for ensuring in new projects that data needs are considered and being met as part of any project delivery mechanism.
- Maintain knowledge of Big Data techniques and deliver operational performance insight and analysis for Housing (in key areas such as Welfare Reform, Income, Voids etc.), identifying risks emerging and opportunities.
- Work collaboratively across the operational businesses to understand their priorities and needs. Support and contribute to relevant streams of work to provide relevant solutions and support.

General

- Ensure you follow the financial regulations, policies, and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Role accountabilities

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working collaboratively with a range of stakeholders in a business intelligence role; nurturing relationships, communicating effectively and delivering quality outcomes • Experience of delivering impactful business intelligence/information analysis in a demanding and complex environment/market • Experience of delivering end user reporting. Working with a range of internal technical partners, such as IT, on behalf of non-technical staff • Experience and knowledge of building reports to extract data from complex databases, preferably with an understanding of how housing databases are structured - Northgate and Microsoft DCRM. • Knowledge of Power BI 	

Skills

Essential	Desirable
<ul style="list-style-type: none"> • Strong analytical ability, including analysis of data sets. • Strong understanding of SQL Server, T-SQL, SSRS and Power BI to build visual reports utilising SQL. • Experience using Microsoft PowerSuite (Power BI, Power Apps, Power Automate). • Excellent function writing skills in Microsoft Excel. 	<ul style="list-style-type: none"> • Experience of writing, editing and running Python. • Intermediate knowledge and proficiency in Python for data analysis and management

<ul style="list-style-type: none"> • Experience developing reports and dashboards in Power BI. • IT proficiency to engage with IT technical stakeholders and contribute to an excellent Management Information service. Effective IT skills including advanced MS Office skills 	
Qualifications and/or professional membership	
Essential	Desirable

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a Team Leader expectation level and therefore you should refer to the Team Leader expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.