

Data Quality & Improvement Analyst

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do, and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be:

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Southern Housing has established a strong and sustainable data ecosystem made of 4 important functions, namely Data Governance which fosters operational sustainability and longevity of it, Data Quality and improvement to establish and maintain business data quality assurance, Data Architecture to orchestrate the data transformation and Business Intelligence which provides the timely and accurate information to the business.

We're looking for an outstanding data professional who want to progress their career and thrives in a collaborative environment. Reporting to the Data Quality & Improvement Manager, this role will be responsible for leading activities & projects that deliver improvements to data quality and information management across Southern Housing. You'll be working closely with the wider Data & Business Information Team, as well as various stakeholders across the business.

The location

You'll be based in our head office in Farringdon, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Lead projects aimed at enhancing data quality and ensuring effective use of data across the organisation. Ensure activity supports the organisations Strategic Plan, Data Strategy and other relevant strategies.
- Be a subject matter expert in data & information management, share knowledge and expertise across the business and promote data literacy.
- Develop and implement data quality standards, policies, and procedures in collaboration with Data and Information Owners and Stewards.
- Deploy data quality framework and create tooling for Data and Information Owners to self-serve and conduct regular audits and assessments to identify and address data quality issues.
- Develop the data quality tool and data quality dashboards to support data quality efforts.
- Monitor and report on data quality metrics, ensuring transparency and accountability.
- Prepare and present findings and recommendations to Information Governance Group, Data Governance Steering Group, Executive Team, senior management and other stakeholders to drive informed decision-making.
- Deliver provision of training, including e-learning and face-to-face, as required to colleagues across the organisation to enable data quality self-service to appropriate levels.
- Build strong relationships with internal and external stakeholders to promote data quality initiatives.
- Identify opportunities for improving data collection, processing, and reporting practices. Making efficient use of tooling and processes in place and recommending innovative ways of working where needed.
- Support Data Quality and Improvement Team to ensure compliance with relevant regulations and standards related to data management and privacy including Regulator of Social Housing Statistical Data Return.
- Maintain documentation for data quality policy, framework and processes.
- Stay informed about industry trends and best practices in data management.

What you'll need:

Knowledge, Experience & Skills

To be successful in the role you'll need:

- Strong experience of working in a data quality function where the focus is on improving the data literacy of stakeholders to effectively manage the quality of the data they own.
- Strong experience of project managing data & information improvement projects and implementing change successfully.
- Proven experience in data quality management, data analysis, or related roles, preferably within the social housing sector.
- A solid understanding of data quality concepts; experience of reporting data quality and integrity and reporting outcomes in KPIs.
- An understanding of Housing Associations and RSLs and their regulatory responsibilities including the Statistical Data Return.
- You'll possess strong communication skills and the ability to convey complex data concepts to technical and non-technical stakeholders adapting styles as required.
- Experience in building relationships with various stakeholders to understand data needs and ensure alignment with organisational goals.
- Proficiency in data management tools and software (e.g., SQL, Excel, Master Data Management, data governance and quality tools). With a familiarity with data governance frameworks and best practices.
- Intermediate SQL Coding and data analysis skills.
- A proactive mindset focused on identifying opportunities for process enhancement and data quality improvement.
- Desirable: Qualifications in DAMA and reporting BI solutions (including SQL Server, SSIS, SSRS and SAAS) are desirable.

LT Directorate:	Data & Business Information
Location/Regions covered by this role:	All
Last Updated:	March 2025