Job title:	**Data Quality Team Leader**
Directorate:	**IT & Innovation**
Date written:	**07/10/2024**
Notice period:	**3 months**
Job grade:	**GGS-12**
Job code:	**1721**

Purpose of job

Lead a team of data analysts, turning data into information, information into insight and enable insight to be used to guide strategic business decisions and improved operational efficiency for colleagues and customers.

Interrogate data, building reports/dashboards and using statistical methods to analyse and ensure cleanliness.

Assist with developing strategies, tools and systems to ensure high quality data is collected, managed and processed whilst collaborating directly with various internal teams and SMEs to instil a culture of data ownership and data standards throughout the business.

Key duties and responsibilities

- Lead and manage a small team of data analysts.

- Work alongside the Head of Data to help shape a culture of data ownership and strategic vision for data management incorporating governance of data into the routine processes of all SMEs.

- Flexibility and agility are essential with the added responsibility on focussing attention to where it is most needed, whether that is addressing an existing data challenge or working on a new growth opportunity. This may necessitate travel, integrating into a new organisation, and learning about entirely new data sets and their associated challenges and leading with integration activities.

- Data collection, management, cleansing will be required as will maintenance of large datasets from primary or secondary sources ensuring data integrity and accuracy through regular audits and validation processes.

- Working directly with SMEs to instil a culture of data ownership and provide tools and data to help support the business in maintaining their data. Monitoring performance and quality control plans to identify improvements will all be key.

- Perform full life cycle statistical analysis to interpret and identify trends, patterns and correlations in complex datasets, using statistical techniques and provide ongoing reports. You will identify opportunities and make recommendations to improve the quality and trustworthiness of data throughout the organisation.

- Develop and prepare detailed reports and dashboards for colleagues highlighting key insights and recommendations. Collaborate with cross functional teams to communicate findings and support data driven decision making.

- Support and assist in developing strategic initiatives and strategies for data quality management, system migration activities and tools used to communicate and report findings as well as locate and define new process improvement opportunities.

- Work alongside Data Quality Team lead and business teams to prioritise business and information needs.

- Any other duties required for the role.

Knowledge, skills and experience required.

- Degree or equivalent experience in a related field such Data Science, Data Analysis, Statistics or Mathematics.

- Proficiency in data analysis tools and software e.g. SQL, Python, PowerBI

- Strong understanding of statistical methods and data visualisation techniques

- Experience of the social housing sector and housing management/CRM related systems and datasets.

- Experience with Geographical Information Systems (GIS) will be beneficial.

- Proven experience of managing data or reporting teams and leading colleagues over a diverse geography.

- Detail-oriented, passionate data analyst.

- Strong organisational and prioritisation skills and the ability to manage multiple projects simultaneously.

- Advanced Excel skills

- Excellent problem-solving skills and attention to detail

- Ability to communicate complex data insights in a clear and concise manner to non-technical teams/colleagues.

- Full driving licence with appropriate business insurance and/or ability to travel in a timely and efficient manner to visit customers and attend meetings in areas not covered by public transport.

- Demonstrates our Values and Behaviours.