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**JOB DESCRIPTION**

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| **Job Title** | **Service Improvement Manager (Data Insights)** |
| **Department/Service** | **Scotland’s Housing Network (SHN)** |
| **Line Manager** | **Chief Executive** |
| **Direct Reports** | **N/A** |

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| **Job Purpose** |
| To deliver the work of SHN (the Network) by encouraging and supporting members’ progress towards achieving continuous improvement in line with regulatory standards, legislative requirements and best practice.  You will do this by leading on the data services provided by the Network; providing responsive and innovative data analysis services directly to members, internal colleagues and other related stakeholders.  As well as providing data services, you will also facilitate best practice sharing forums and knowledge exchange event with our members; maintain current knowledge of housing policy and regulatory developments and crucially be responsive to changes and improvements in membership services based on member needs.  We operate a ‘member first’ approach in all that we do. |

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| **Key Responsibilities** |
| **Data analysis, research and data driven services**   * To deliver SHN’s data insights services, including but not limited to, Performance Analysis Visits, Desk-Top Validations, Value for Money and Development Value for Money services. * To collect, collate, evaluate and analyse complex information from a wide range of internal/external sources to show patterns and trends. * To manage and maintain the range of SHN data tools and information sources ensuring information is valid, robust and reliable. * To support and contribute to the development and delivery of the benchmarking service including identifying new indicators and verifying data. * The cyclical review of key performance indicators which are effective in achieving continuous improvement by the social housing sector. * Work closely with the Data Analyst to make best use of Power BI (and other business intelligence tools) to provide our members and staff with user-friendly real time, historic and predictive data reporting. * Summarise and present data and conclusions in the most appropriate format for users, both internal and external. * Generate accurate and complex analysis of member data, providing data driven solutions to both members and the wider housing sector. * Working closely with Data Analyst be proactive in providing recommendations to ensure our data driven services are sector leading. * Use expert knowledge of relevant data and analytical techniques to develop and deliver products that will help SHN members to focus on improving performance and directing their work and resources where they will have the greatest impact. * To carry out primary and secondary research as required, providing a wider evidence base beyond members’ own data. * To analyse results, facilitate understanding of benchmarking information and to support members in identifying service improvements by providing presentations, reports, facilitating discussion and signposting to sources of good practice. * To produce high quality resources e.g., benchmarking reports, research papers etc for SHN members. * Maintain data records in line with data protection and cyber security requirements. |
| **Events and Communities of Practice**   * To actively keep informed of current issues and good practice within housing/social policy from existing sources. * To be responsible for a range of Communities of Practice, this includes the facilitation of activity and the necessary administration. * To organise, facilitate and deliver a range of member events to facilitate the exchange of good practice across the Network, and complete relevant pre and post event administration. * To develop guidance on good practice for publication in different forms. * Manage and deliver training and briefing sessions as required. |
| **Business Development & Members’ Support**   * To provide Account Management services to a number of SHN member organisations (both local authorities and RSLs). * Support the ongoing maintenance and development of the allocated areas of the SHN website and CRM. * Provide support to the Network and its member organisations in line with SHN’s Business Plan and Strategic and Operational Objectives. * Deliver services that support individual members and the sector to be well-informed of relevant housing issues. * Carry out specific projects to achieve the objectives set out in the Business Plan or to meet members’ needs. * Seek to continually improve the quality and relevance of membership services and products. * Respond appropriately to ad-hoc requests for information from members, as these specifically relate to areas of responsibility. |
| **General**   * To act as an ambassador for SHN and take opportunities to always promote the Network in a positive way. * To maximise marketing for the Network by taking advantage of speaker requests and social media opportunities. * To promote SHN services to non-members to grow the Network. * Represent SHN at external working groups as required. * To be an active member of the team. * Any other duties commensurate with the post. |

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| **Person Specification** | | |
|  | **Essential** | **Desirable** |
| **Formal Qualifications** |  |  |
| Educated to degree level or equivalent experience can be demonstrated at a senior level. |  |  |
| Relevant professional membership. |  |  |
| Evidence of CPD (informal or formal) within the field of performance analysis/statistics/data etc |  |  |
| **Experience Required** |  |  |
| Demonstrable experience of analysing, and interpreting statistical information |  |  |
| Experience working in a position of responsibility in the housing or social policy sector. |  |  |
| Experience of research techniques. |  |  |
| Demonstrable experience in leading on the design of performance indicators and measurements |  |  |
| Demonstrable experience working with real time analytics |  |  |
| Demonstrable experience working with predictive analytics |  |  |
| Experience in working with sizeable datasets and manipulating them in a logical way to elicit insights with clarity |  |  |
| **Skills Knowledge** |  |  |
| Excellent communication skills both verbal and written, particularly conveying complex technical issues to non-technical audiences. |  |  |
| Knowledge of current policy initiatives in relation to improving public and housing services |  |  |
| Ability to organise a varied and complex workload with limited managerial support. |  |  |
| Project management skills. |  |  |
| Ability to think in a clear, logical manner. |  |  |
| Member (customer) focussed |  |  |
| Ability to work under own initiative. |  |  |
| Flexible and the ability to work with accuracy under time pressure |  |  |
| To confidently facilitate forums for large audiences. |  |  |
| To design and deliver workshops and training events. |  |  |
| Ability to develop and maintain effective working relationships with a range of organisations and individuals. |  |  |

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| **Pay Grade** | **Grade 3: £48,282 - £53,111** |
| **Weekly Hours** | **35 hours per week** |
| **Workplace** | **Homebased (Scotland), with travel expected across Scotland** |

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| **Special Considerations** |
| Current driving licence and willingness to travel extensively. |
| Flexibility to work at various locations – spending evenings away from home on an occasional basis. |
| Commitment to collaborative working style. |
| Homeworking, ability to manage your own time. |
| Commitment to a member-first approach to work. |