Job profile

Job title: Data Analyst Apprenticeship – Level 4	Responsible to: Business Improvement Manager
Post no:	Salary grade: National Living Wage
Responsible for: N/A	Behaviour level: 1 – All colleagues

Purpose of the job:

As a **Data Analyst Apprentice**, you will be responsible for providing information and data to support business decision-making and reporting.

This is an exciting 2-year development programme which offers a mixture of on-the-job training where you will gain exposure to key areas of our business enabling you to gain a rounded, in-depth understanding of fundamental principles, techniques, and the workplace behaviours. As part of this dynamic mix, you will also undertake the academic element of your programme. It's not just a technical scheme; more about learning how we use data and analytics to support key business decisions and present in a language our stakeholders can relate to.

You will work in a real job alongside skilled and experienced colleagues and will be assigned a mentor, who will provide you with support, advice, and guidance.

You will gain valuable on the job skills to help you in your career and achieve a **Level 4 Data Analyst Apprenticeship.**

Key accountabilities:

1. To support the production and development of data submissions, data insights and routine data reporting. This will involve working with colleagues and extracting information from systems to ensure timely and accurate reporting, providing valuable learning insights, and supporting operational teams to understand the information.
2. To support the production of business intelligence reporting and dashboards via Power BI, bringing together internal and external sources of data. This will involve working

closely with colleagues across the business to improve business reporting capability, reporting automation, and supporting change projects with data skills and insight.

3. To champion improvements to Data Quality across SLH, you will be a key support for a range of Data Projects and Data Quality actions, upholding data quality standards and KPI definitions/catalogs.
4. To interpretate and apply the organisation's data and information security standards, policies, and procedures to data management activities.
5. To perform routine statistical analysis and to validate data sets, ensuring quality data reporting.
6. To summarise and present the results of data analysis to a range of stakeholders and making recommendations.

Person specification

Job title: Data Analyst Apprentice		
Criteria	**Essential / Desirable**	**Method of Assessment**
Qualifications		
5 GCSEs (or equivalent) at grades 4 - 9 in any subject (Should include Maths & English)	E	AF
Three A-levels with grades (predicted or achieved) BCC (or equivalent) - which must include either Computer Science, Maths or Physics	E	AF/I
Or Level 3/4 Apprenticeship; other relevant qualifications	E	AF
Knowledge, skills and abilities		
High degree of ICT Literacy, with a determination to apply ICT solutions to the improvement of business processes	E	AF/I
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	D	AF/I
Ability to listen to end users' needs and provide innovative and proficient reporting solutions and insight analysis	D	I
identify, collect and migrate data to/from a range of internal and external systems	E	AF
perform database queries across multiple tables to extract data for analysis	E	AF

Use a range of analytical techniques such as data mining, time series forecasting and modelling techniques to identify and predict trends and patterns in data.	E	AF/I
Experience		
Experience of collating and using business intelligence systems (working knowledge of Power BI is desirable)	E	AF/I
Reporting experience in Excel	E	AF
Reporting experience in SQL,	E	AF
Use and application of industry standard tools and methods for data analysis.	E	AF
Values and behaviours - *It's not just about what we do, we believe it's how we do it too …* By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life: • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving	E	I
• Logical and creative thinking skills • Ability to work independently and to take responsibility. • Can use own initiative. • A thorough and organised approach • Ability to work with a range of internal and external people. • Ability to communicate effectively in a variety of situations.	E	AF /I

	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave

Please note:
No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.

Role profile prepared by: Business Improvement Manager

Review date: March 2024

Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD.
South Lakes Housing operates a hybrid working policy.