

Data Quality Analyst

Reports to: Data Governance Manager

Working in: The Progress Pod, Data Governance Stem

Working with: All areas of the business, suppliers, vendors, resellers and consultants.

The Progress Pod leads on all things IT and change management related. We enable the business to innovate and seek out great customer solutions. The Pod is made up of three Stems, namely Data Governance, IT Service Delivery and Business Change, however we are structured so that we seamlessly support each other and deliver a consistent service to all our customers.

With an ambitious change programme to manage and demanding staff who expect great tech to support their work, we need to ensure we are organised, operating compliantly and commercially focused. We need a real team player – someone with a great attitude, who is curious, tenacious and consistently delivers a high-quality service.

This position demands someone who is resilient, proactive and a great people person who respects project management principles and has a natural understanding and passion for improving the user and customer experience. You will be equally at home talking tech to developers as you are delivering training and support to users. As someone who will be exposed to all areas of the business, you must be positive and able to see solutions rather than problems. You will be someone who sees the big picture, not just what's in front of you. In turn, you will have the ability to make a real difference across the business.

As an organisation we want to be the best and we know that it will take certain people to help us get there. We need someone with drive and enthusiasm, who reflects our vision and values and is excited about working in partnership with all our colleagues. And that's where you come in...

What we need you to do:

- Be the bridge between our business data users and the technology.
- Be both technical and business focused, balancing your time between documenting requirements, data exploration and analysis and developing solutions.
- Work closely with our internal Data Quality Leads to cleanse data to agreed standards, using our Data Quality Framework.
- Participate in the analysis of data architecture and warehousing approaches with our Technology Team.
- Use your knowledge and experience to develop an accurate, reliable, cleansing methodology for our key data sets.
- Be the kind of person that likes to automate everything.
- Support the organisation's data strategy by collaborating with teams to transition data into our core applications and ensure data integrity.
- Apply your skills to our data and present issues in a way that highlights the key insights that will help the business to make decisions.
- Work closely with our Reporting Analyst and Database Architect to grow your skills and develop solutions that encompass all our platforms and support our Data Improvement Programme.
- Make sure that we are seen as a valuable team that helps others, and ourselves, achieve outcomes in a friendly, customer focused way; and
- Support the way we deliver excellent services to our customers.

What you will be responsible for:

- Assessing and improving data quality: Implementing data quality assessment and improvement processes to ensure accuracy, completeness, reliability, and relevance of housing data across our databases. Utilising Data Quality Frameworks and standards (e.g. DAMA, HACT).
- Drive proactive resolution of data quality issues to prevent recurrence through user training, process or system changes etc. as appropriate demonstrating clear success in improving the quality of the data.
- Developing and applying data quality metrics: Creating metrics and benchmarks for data quality, applying these to both structured and unstructured data from a variety of sources – including internal systems, sector-specific databases, and open data platforms.
- Data quality visualization and reporting: Utilising advanced data visualization techniques to report on data quality metrics, findings, and improvements, making the data accessible and actionable for decision-making processes.
- Collaboration on data governance initiatives: Working in tandem with our data stakeholders to enhance data governance practices, including the design and implementation of policies and procedures that ensure data integrity across the organisation.
- Facilitating data quality awareness: Promoting data quality awareness and best practices among team members, reducing dependencies on single points of failure, and ensuring a shared understanding of data quality's importance across the organisation.
- Supporting data architecture and system integrity: Acting as a guardian of data integrity within our data warehouse and systems, ensuring that all data adheres to established quality standards and contributing to the maintenance and enhancement of our data architecture when necessary.
- Conducting regular data quality audits: Undertaking periodic audits of data and processes within our core systems to identify areas for improvement, ensuring the reliability and integrity of critical business data.
- Stakeholder engagement and reporting: Collaborating with internal stakeholders at all levels to understand their data quality needs and producing precise, actionable reports that support informed decision-making. Ensuring that data quality insights are effectively communicated to relevant parties, including Heads of Service.
- Custom report development for data quality monitoring: Creating and maintaining dynamic reports focused on data quality metrics and trends, tailored to meet the needs of different stakeholders within the organisation.
- Technical and functional support for data quality tools: Providing support for data quality tools and platforms, including monitoring, tuning, and optimizing data processes, as well as addressing any issues related to data quality and integrity.
- Fostering cross-functional collaboration for data quality: Establishing strong collaborative relationships with the Database Analyst, Insight team, Application Specialists, Power Platform Lead, and others to develop and implement comprehensive data quality solutions that enhance overall business performance.

Where you have come from:

- Educational foundation: You hold a qualification at least to A level or possess a degree in a field such as computer science, mathematics, statistics, or business, with a strong emphasis on data management or quality. Your education has equipped you with excellent analytical skills and a thorough understanding of data quality principles.
- Experience with data quality tools and frameworks: You have at least 2 years of experience working with data quality management tools and are familiar with frameworks and standards advocated by organizations like DAMA. This includes practical knowledge in the application of data quality assessments, metrics, and improvements.

- Proficiency in SQL and data manipulation: You are highly proficient in SQL, with the ability to write advanced queries for data analysis, cleaning, and preparation. Your skills extend to understanding complex data structures and ensuring their quality and integrity.
- Advanced use of data visualization and BI tools: Your background includes experience with Microsoft Power BI or similar Business Intelligence tools, enabling you to visualise data quality metrics effectively and provide insightful reports.
- Understanding of data modelling and statistics: You have a solid grasp of data modelling techniques and a strong theoretical knowledge in statistics, essential for analysing data quality issues and developing predictive models for ongoing data quality management.
- Development within the Microsoft Power Platform: You have a keen interest in expanding your skills in Business Intelligence reporting on the Microsoft Power Platform, showing a commitment to leveraging technology for data quality improvements.
- Ability to assimilate quickly: You have worked in fast-paced environments that have required you to assimilate new information and pick up the use of new tools quickly.
- Research methods and analytical tools: You have experience with statistical research methods and are proficient in using analytical tools to understand and solve complex data quality issues.
- Problem-solving skills: Your background includes practical experience in debugging and fault-finding in data and systems, showcasing your ability to identify and address data quality problems effectively.
- Team collaboration: You have proven your ability to work well within a team, highlighting the importance of collaboration and communication in achieving high data quality standards.

What our teams will see in you:

- A team player who has strong interpersonal skills and who works openly and creates a positive, solution focused atmosphere.
- A brave but approachable character who supports decisions but challenges them when appropriate.
- An effective, determined, enthusiastic and committed professional who cares about people and our business.
- Self-motivated with high levels of accuracy and attention to detail.
- Someone who has a passion for data and is excited by new and emerging trends such as Big Data, Data Science, Cloud Storage and Computing, Power BI, MS Dynamics and PowerApps, and SharePoint.
- Someone with solid time management skills who gets things done and prioritises their workload to meet deadlines.

As a person, you will:

- Have great interpersonal skills and a pro-active approach to work and an open and enquiring mind.
- Be flexible and adaptable to change.
- Have great attention to detail and value highly the integrity of our data.
- Be self-motivated, confident, independent and have evident problem-solving qualities.
- Have a commitment to the ambitions and values of Red Kite
- Know how to communicate well, both verbally and in writing.
- Be willing to learn and increase your skill set.