



# City of Westminster

## **Business Analyst**

### **What we value at Westminster**

Westminster City Council believes in creating a Fairer Westminster where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.

We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

### **Our culture**

At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.

The Westminster Way is the council's commitment to our staff and is underpinned by three pillars:

- **Personal development:** Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.
- **Value our people and diversity:** Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city.
- **The Westminster Way of working:** Everyone is a leader. At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.

In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That's why at Westminster we celebrate and embrace our differences.

We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.

**Portfolio/responsibilities of this role**

The Council's Housing Directorate delivers essential services to residents across the City, managing a diverse portfolio of over 21,000 homes. As the Business Analyst, you will play a key role in translating data into answers for key business questions ensuring that the Directorate's decisions, investments and services are underpinned by accurate, high-quality data and reliable systems.

Collaboration will be central to your role. You will work with officers, managers, IT teams and external partners to improve how data transforms the wider Housing function. You will also support the team's contribution to wider change programmes, digital transformation initiatives and innovation projects.

**Key functions and duties**

1. Apply appropriate analytical techniques to create and interpret complex asset and wider information which supports business decision-making, and input into departmental and wider policies and strategies, including contributing to the development of Corporate Plans, and the Housing Asset Management Strategy.
2. Work with services to make fundamental changes to how they work with data, identifying gaps and duplication and using technical expertise to make a profound impact on multiple services and helping senior leaders reimagine how services are offered.
3. Implement a lifecycle approach by working with Project teams to interpret data and formulating scenarios, standards, component strategies, triggers and prioritisation criteria, realistic planning cycles and external funding applications to improve HRA affordability and improve project delivery.
4. Use data to provide evidence for innovation in models of delivery, co-designing pilots and translating learning into business-as-usual leading to improved resident focused delivery routes, smarter project sequencing, lower resident disruption and lower lifecycle costs.
5. Champion a resident-centred approach across all initiatives by providing analytical input to identify resident pain points, directorate inefficiencies, and opportunities for improved service delivery.
6. Conduct detailed data and process analysis and modelling to enable risk-based programming, predictive maintenance cycles and support service reviews, business case development, and transformation initiatives.
7. Continually refine a concise suite of performance measures and management information, co-developed with the teams to evidence service quality and steer effective delivery of housing asset functions (repairs, planned works, compliance), so residents receive safer homes, faster right-first-time fixes and transparent communication.

	<ol style="list-style-type: none"> <li>8. Provide specialist technical advice, reports and audit trails using accessible language to explain complex and sensitive challenges and solutions to enable informed senior level decision making,</li> <li>9. Work across the Directorate to understand and improve core data capabilities, to develop solutions and clarify strategic or operational intentions, identify business outcomes, and explore implications, impacts and risks.</li> <li>10. Act as a bridge between business and data, to enable active planning and prioritisation of future investment programmes (and external funding bids), ensuring schemes meet standards (Building Safety, Decent Homes, energy efficiency) and keep homes maintained and affordable within the HRA.</li> <li>11. Prepare, update and maintain project documents such as Project Initiation Documents, Project Plans and Highlight Reports, identifying risks and issues, documenting and escalating to appropriate stakeholders.</li> <li>12. Ensure that the ICT Security Policy and GDPR and any other compliance requirements are fully complied with by all systems, databases and relevant projects by all internal and external project team members, working with relevant teams across the Council.</li> <li>13. Liaise with system providers and corporate IT to resolve technical issues and contribute to planning for system upgrades or transition</li> <li>14. Build and maintain a wide range of effective working relationships with internal and external stakeholders, influencing, negotiating and challenging as required to promote collaborative working, enable service delivery and inform continuous improvement of services.</li> </ol>
	<p>Budget Responsibilities -</p> <p>Staffing £0</p> <p>Procurement £0</p> <p>Other £0</p>
<p><b>What do we expect this role to achieve?</b></p>	<ul style="list-style-type: none"> <li>• Identification and formulation of asset data driven and evidence-based business deliverables that demonstrate how to move the Directorate towards realising its Asset Management Strategy, HRA Business Plan and other wider strategic objectives.</li> <li>• Use expertise to lead teams to seek ways to drive adoption of new innovation models of delivery to enable business capabilities, value streams and business processes.</li> <li>• Mapping existing and future-state business processes including multi-team interfaces, to identify gaps, duplication, handoff failures and improvement opportunities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Translation of complex asset, compliance and wider data into clear insights such as heatmaps, options appraisals, and sequencing to inform prioritisation, service redesign, process improvement, and digital innovation.</li> <li>• Championing of resident-centric, evidence-based design approaches across all activity ensuring safety and accessibility (incl. A&amp;A), minimising disruption through smart sequencing, aligning with statutory drivers (Building Safety, Decent Homes, energy efficiency) and sustainability targets, and evidencing value for money/HRA affordability.</li> </ul>
<b>Band/Salary range</b>	Band 3
<b>Work style</b>	Agile and flexible working conditions
<b>Your manager &amp; team</b>	Reports to Data and Quality Manager
	Direct Reports: N/A
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proficiency in using query languages such as SQL, Hive, R</li> <li>• Ability to use NoSQL databases such as MongoDB,</li> <li>• Expertise in applied mathematical and statistical skills</li> <li>• Excellent programming and coding skills across a range of languages such a R, Python etc</li> <li>• Demonstrable understanding of the Data Standards Authority (DSA) strategy and Government Digital Service (GDS) standards and how these apply to the recording, storage, management and access of data in local government</li> <li>• Significant experience of leading data projects and delivering data products or services</li> <li>• Experience delivering on elements of a data strategy</li> <li>• Demonstrable experience of leading data projects and delivering data products or services</li> <li>• Demonstrable experience of conducting data experiments and applying appropriate evaluation measures to determine the validity of ongoing pilots</li> <li>• Experience of making difficult decisions through the analysis of relevant information and risk assessment.</li> <li>• Experience of extracting data and presenting information for different purposes including Performance Frameworks, to a range of recipients,</li> <li>• Experience of using appropriate technology to extract, write and present information (including complex reports from multiple data sources) for different purposes including the ability to analyse data to inform business decisions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience preparing and presenting complex information to varied audiences, including members of the public</li> <li>• Experience working with a broad range of stakeholders, including technical and non-technical team</li> <li>• Proven problem-solving skills, including developing and implementing solutions in collaboration with stakeholders outside your immediate area of responsibility</li> <li>• Demonstratable knowledge of relevant health and safety and housing legislation and regulations</li> <li>• Understanding of asset management and the relevant systems required to maintain asset data information</li> <li>• Awareness of data governance principles including GDPR, ICT security, and audit requirements</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong communication skills, with the ability to explain technical issues to a non-specialist audience</li> <li>• Excellent data analysis skills, with attention to detail and the ability to interpret trends and anomalies</li> <li>• Excellent ICT skills, including data visualisation tools, Excel, databases, or housing-related systems</li> <li>• Strong organisational and time-management skills to meet competing deadlines</li> <li>• Experience delivering excellent customer service in a fast-paced environment</li> <li>• Ability to develop and maintain effective working relationships across a wide range of internal and external stakeholders</li> <li>• Ability to maintain confidentiality, sensitivity, and professionalism in handling personal or politically sensitive data</li> <li>• Able to maintain confidentiality and sensitivity in all circumstances.</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree or progression certification in Data Analysis / Business Analysis or ability to demonstrate equivalent experience and skills</li> </ul>
<b>Corporate standards</b>	<ul style="list-style-type: none"> <li>• <b>Resources / Financial management</b> We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way</li> <li>• <b>Values and behaviours</b> Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision.</li> <li>• <b>Compliance</b> We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.</li> <li>• <b>Equality and diversity</b> We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.</li> </ul>