



City of Westminster

Data Officer

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 Data Officer, you will play a key role in ensuring that the Directorate's decisions, investments and services are underpinned by accurate, high-quality data and reliable systems. You will maintain and improve the quality of asset and compliance data, support the configuration and development of housing IT systems, and ensure that performance information is clearly communicated, accurate and aligned to service needs. You will support user training, deliver technical guidance, and help troubleshoot data or system issues across the Directorate to ensure consistent standards are maintained.

Key functions and duties

1. Implement the Asset Data Strategy to deliver the Council's Housing responsibilities, ensuring that a wide range of intelligence from the whole directorate informs a holistic approach to data management and future investment.
2. To support and input into departmental and wider policies and strategies, to develop Corporate Plans and the HRA Asset Management Strategy.
3. First responder for systems or data queries to ensure the systems and modules related to the management of Housing data are efficient, effective and accessible.
4. Work with teams to identify and implement solutions and digital innovation based on data insights to improve and deliver on any capabilities, key performance indicators, standards and targets to ensure excellence in asset data management across the service
5. Maintain and improve accuracy, quality and consistency in all data and information held within databases and systems, conducting regular audits and reconciliations to ensure data accuracy and completeness and providing data to evidence stock lists and forecast prioritised stock investment in a timely manner.
6. Support benchmarking exercises to compare performance and data quality with peer authorities or national standards
7. Analyse and provide accurate data to a range of internal and external stakeholders to enable active planning and prioritisation of future investment programmes, including any external funding opportunities, and ensure properties are maintained to standards.
8. 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.

	<ol style="list-style-type: none"> 9. Support the delivery and improvement of data collection and input processes, ensuring templates and tools are used consistently and accurately across the service. 10. Design and deliver training sessions and focus groups to improve user capability, data input consistency, and system adoption across the Directorate. 11. Devise and develop system specifications, supporting systems testing and configuration to meet the needs of operational colleagues, championing these through delivery of asset and data management. 12. 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, resolve technical issues, contribute to planning for system upgrades, enable service delivery and inform continuous improvement of services. 13. Deal with relevant requests for information under the Freedom of Information Act by collating accurate, relevant data to ensure statutory compliance and transparency 14. Process PO's and invoices as required, in compliance with the Council's policies on Financial Management 15. Take on additional data, quality or systems-related tasks as required to support delivery of housing objectives and maintain service continuity. <p>Budget Responsibilities -</p> <p>Staffing £0</p> <p>Procurement £0</p> <p>Other £0</p>
<p>What do we expect this role to achieve?</p>	<ul style="list-style-type: none"> • Improvement in the quality, accuracy and integrity of housing asset and compliance data, and resolution of outstanding data quality issues and completion of reconciliation exercises, ensuring data integrity, audit readiness and supports for effective decision-making, investment planning and resident services. • Design and management of standardised data collection and reporting tools, developed in collaboration with service teams, Members, residents and stakeholders to ensure consistent use and alignment with operational needs. • Set-up of processes for continuous improvement of housing systems, including support for upgrades, system testing, user feedback and change control. • Embedding of a framework to ensure compliance with data governance requirements, including GDPR, ICT security protocols and internal audit standards.

	<ul style="list-style-type: none"> • Delivery of targeted training sessions and written guidance, improving user confidence and consistency in system use, while providing ongoing support and coaching.
Band/Salary range	Band 3
Work style	Agile and flexible working conditions
Your manager & team	Reports to Data and Quality Manager
	Direct Reports: N/A
Experience	<ul style="list-style-type: none"> • Experience of extracting data and presenting information for different purposes including Performance Frameworks, to a range of recipients, • 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. • Experience preparing and presenting complex information to varied audiences, including members of the public • Experience working with a broad range of stakeholders, including technical and non-technical team • Proven problem-solving skills, including co-developing and implementing solutions in collaboration with stakeholders outside your immediate area of responsibility • Demonstrable knowledge of data quality standards and effective data management practices • Demonstrable knowledge of relevant health and safety and housing legislation and regulations • Understanding of asset management and the relevant systems required to maintain asset data information • Demonstrated understanding of data governance, security, and audit standards including GDPR, ICT security, and audit requirements
Skills	<ul style="list-style-type: none"> • Strong communication skills, with the ability to explain technical issues to a non-specialist audience • Excellent data analysis and interpretation skills, with the ability to explain complex findings to non-technical colleagues

	<ul style="list-style-type: none"> • Competent ICT skills, including data visualisation tools, Excel, databases, or housing-related systems • Strong organisational and time-management skills to meet competing deadlines • Experience delivering excellent customer service in a fast-paced environment • Ability to develop and maintain effective working relationships across a wide range of internal and external stakeholders • Maintains confidentiality, sensitivity, and professionalism in handling personal or politically sensitive data • Able to maintain confidentiality and sensitivity in all circumstances.
	<p>Qualifications</p> <ul style="list-style-type: none"> • Relevant qualification or equivalent professional experience in data, systems, or business analysis
<p>Corporate standards</p>	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • Values and behaviours 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. • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • Equality and diversity We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.