

JOB TITLE: Data Analyst- Properties and Assets

REPORTS TO: Customer Insights Manager

RESPONSIBLE FOR: No Direct line management responsibility

Who are Accent?

Accent is a national provider and developer of affordable housing. We believe that everyone should have access to a safe, sustainable, and affordable home -- and together we are working to tackle the housing crisis.

We were formed in 1966 and now have over 20,400 homes throughout England and almost 42,000 customers. Despite being a national organisation - with homes in the North-East, North-West, Yorkshire, East and South -- we are proud of our community focus.

At Accent we are a team. We live and breathe our values -- we are smart, we are driven, we are caring, and we are inclusive -- are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to continually improve our customers' experience, then you are the person we are looking for.

We're seeking a passionate Data Analyst specialising in Properties & Assets to join our team and drive our data-driven approach to property and asset management. In this role, you'll be at the forefront of our efforts to optimise our property portfolio, enhance asset performance, and improve our customers' living experiences through data-driven insights and strategies.

As our Properties & Assets Data Analyst, you'll play a crucial role in shaping the management of our 20,400 homes across England. We want you to get the most from this exciting position and contribute significantly to our data-driven approach to improving our property and asset management services. You will be responsible for collecting, analysing, and interpreting data to provide actionable insights that will inform our strategy and help us better manage our properties and assets. Your analysis will directly influence how we maintain, develop, and optimise our property portfolio, ensuring we provide safe, sustainable, and affordable homes for our 42,000 customers.

In this role, you will make significant contributions to our service delivery and directly impact the management of our property portfolio. Working closely with our Customer Insight Manager and other team members, you will develop a comprehensive understanding of our properties, assets, and related data needs.

The role will be fast-paced and highly rewarding in a business where customers come first, and colleagues are supported to thrive.

Leveraging your analytical expertise, you will extract and synthesise compelling insights from complex datasets, which will be instrumental in shaping innovative, data-driven, and commercially effective property and asset management strategies. Your analysis will drive evidence-based decision-making, enabling us to better understand our properties, optimise our operations, and continually enhance the quality of our asset management.



Outcomes Sought:

- Support the Customer Insight Manager in delivering data-driven insights that improve our property and asset management services, aiming to get it right first time for our customers and colleagues.
- Analyse property and asset data to uncover trends, performance indicators, and areas for improvement in our portfolio management.
- Develop predictive models to anticipate maintenance needs and optimise asset lifecycle management.
- Create compelling data visualisations and reports that illustrate the status and performance of our property portfolio, supporting strategic analysis for various corporate reports and KPI evaluations.
- Proactively provide analysis which drives robust decision making and strategic planning in our property and asset operations.
- Deliver analytical projects focused on property trends, asset performance, and service efficiency to support our strategy development and continuously improve our asset management.
- Conduct property segmentation analysis to tailor our maintenance and investment strategies.
- Through meaningful analysis of property data, contribute to the design of services that provide customer 'moments that matter' in relation to our properties and assets.
- Measure and report on property performance metrics, identifying opportunities for efficiency and cost savings.
- Support the development of data-informed property investment and development strategies.

This role involves extensive collaboration across the entire Accent organisation, including senior leadership. You'll work closely with data analysts and colleagues from various departments, such as:

- Assets & Compliance & Property Services
- Development
- Health & Safety and Facilities
- Data
- Housing Services
- Sales & Marketing
- Leasehold & Home Ownership
- Marketing & Communications
- Procurement

We want our people and our customers to be proud of the services and homes we provide, and you have a key part to play in this. This role offers a unique opportunity to make a tangible difference in the quality and efficiency of our housing portfolio. Your insights will shape our property strategies, inform our investment decisions, and ultimately contribute to providing better homes for thousands of people.

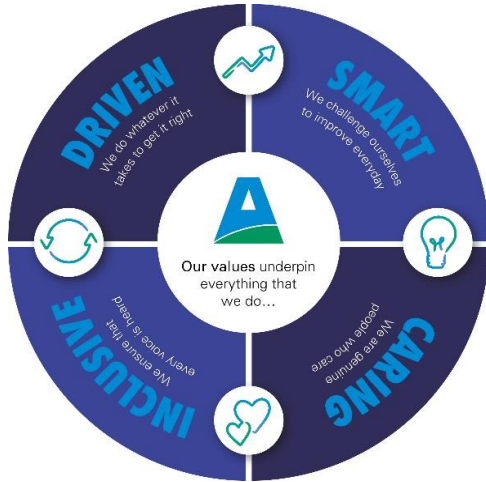
Although this role will be a hybrid role involving some working from home, it will also involve occasional out of hours working and some travel to our properties for data collection and stakeholder meetings.



What you'll bring:

We'll expect you to be part of the team and deliver your role in line with our values and behaviours

Our Values



Our Behaviours



The must haves:

- Degree in a relevant field such as Statistics, Data Science, Business Analytics, or Property Management.
- Excellent analytical and problem-solving skills with a focus on property and asset management.
- Strong proficiency in data analysis tools and techniques, including statistical analysis software, data visualisation tools, and property management systems.
- Experience working with large property and asset datasets, preferably in the housing sector.
- Outstanding ability to translate complex property data into actionable asset management strategies and present it in an understandable format.
- Knowledge of data protection regulations and best practices, especially concerning property and customer data.
- Passionate about using data to improve property services and outcomes for customers.
- Excellent communication skills, with the ability to build trust and respect across all stakeholder groups.
- A brilliantly positive team player with a commitment to improving asset performance through data-driven insights.

The added extras:

- Experience with business intelligence (BI) tools and dashboard development, particularly for property management.
- A deep understanding of property management principles and best practices in the housing sector.
- Familiarity with sustainability and energy efficiency metrics for housing.
- Experience with Geographic Information Systems (GIS) for property analysis.
- Awareness of Accent Group's aims and purpose.
- Committed to equal opportunities and values diversity.

We all have our part to play

- We are committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety and ensure that our Health and Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____



Name:

Date:

