

Role title	Data Analyst – Systems and Performance
Reporting to	Director of Governance
Department/Sub	Commercial
Base Location	Elephant and Castle
Date	June 2025

About Sparrow

Our Brand:

Sparrow Shared Ownership (Sparrow) is a for-profit registered social housing that provides great homes that help you step into home ownership.

We are a purpose-driven housing provider with a commitment to excellent customer service – we will always strive to do the right thing.

We know that a home is more than bricks and mortar – it's where you find comfort and a sense of belonging. It's where you'll create memories and make plans for tomorrow. Put simply, your home should be the foundation for the life you want to live.

We own more than 3,100 shared ownership properties based primarily in the south-east of England.

We see shared ownership as a way for people who aspire to own their home to live independently and be the ones making the important decisions when it comes to the place you call home.

Sparrow acquired its new investor, a largest pension fund, in August 2024. Because we are investing in your homes using people's pensions, we have a duty to act in a responsible, transparent, and equitable way.

Our Purpose:

Sparrow Shared Ownership exists to provide high quality homes and excellent customer service to people that aspire to own a stake in their homes.

Our Vision:

Our vision is to be the UK's shared ownership provider of choice. We'll do this by setting the gold standard when it comes to the quality of our homes and service delivery in shared ownership.

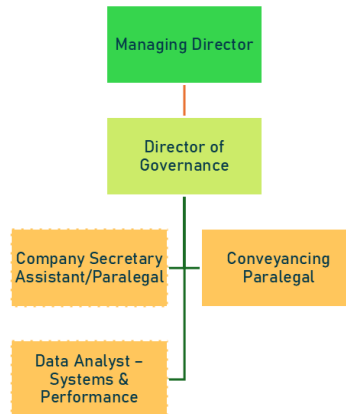
Our Mission:

Our mission is to provide high quality homes and excellent customer service to our customers. We do this by offering stability and flexibility and playing our part in supporting customers with their life choices. We will provide you with a great home that acts as a foundation for living, and helps you get to where you want to in life.

About the Role - Key purpose

Reporting into the Director of Governance the Data Analyst – Systems and Performance will be responsible for leading the analysis and reporting of internal systems and operational data, supporting strategic decision making, compliance and continuous improvement across the business.

Structure and reporting relationship



Key accountabilities

- Internal Systems Performance:
 - Analyse performance and usage data from internal systems (e.g., QL, trackers, etc.)
 - Identify inefficiencies, bottlenecks, and opportunities for process improvement
 - Collaborate with teams to identify data needs and deliver actionable insights
 - Collaborate with the senior team to enhance system functionality and user experience
 - Monitor system adoption and data integrity across platforms
- Operational Performance:
 - Develop dashboards and reports for internal stakeholders
 - Data wrangling, summary, presentation, and visualisation for the team
 - Support strategic planning with data-driven insights
- Governance & Compliance:
 - Prepare reports for regulatory bodies (e.g., RSH, Homes England)
 - Monitor data quality and ensure GDPR compliance
 - Identify and flag compliance risks or anomalies
- General:
 - Ad hoc data analysis projects
 - Identifying areas for improvement

Qualifications

- Degree or equivalent experience in a relevant field such as:
 - Data Analytics
 - Computer Science

- Mathematics or Statistics
- Business Information Systems
- OR demonstrable experience in a similar data-focused role (3–5 years)
- Desirable – Professional certifications such as:
 - Microsoft Certified: Data Analyst Associate (Power BI)
 - CompTIA Data+ or similar
 - Housing-specific qualifications (e.g., CIH Level 3 or 4) if relevant to the role
 - Training or coursework in GDPR, data protection, or compliance reporting

Essential technical, professional skills, knowledge, and essential experiences

- Essential Technical skills:
 - Strong proficiency in Excel skills, including pivot tables, formulas, and data modelling, SQL, and Power BI or Tableau
 - Understanding of data governance, quality assurance, and GDPR compliance
- Systems Knowledge:
 - Housing Management Systems: e.g. Aareon QL or similar essential
 - Data Analytics & BI Tools: Power BI, Tableau, Excel, SQL Server advantageous
 - Document Systems: SharePoint, DocuSign advantageous
 - Cloud & Collaboration: Microsoft 365, Teams, OneDrive advantageous
 - Housing management or CRM systems: Aareon QL advantageous
- Professional Knowledge:
 - Strong grasp of data analysis methodologies and performance measurement frameworks
 - Knowledge of regulatory reporting requirements in the UK housing sector (e.g., RSH, Homes England)
 - Understanding of internal systems performance metrics and process improvement principles
 - Awareness of shared ownership schemes and housing operations
- Essential Experience:
 - Proven track record of delivering data driven insights and process improvements
 - Track record of working with cross-functional teams to deliver data-driven insights
 - Demonstrated ability to analyse system performance and recommend improvements
 - Experience preparing regulatory reports and ensuring data compliance.

Key Skills

Generic:

Transferable skills:

- Stakeholder Engagement – communicating findings clearly to non-technical audiences
- Collaboration – working across teams to gather requirements and deliver insights
- Attention to Detail – ensuring accuracy in reporting and compliance tracking
- Time Management – handling multiple reporting cycles and ad hoc requests efficiently
- Teamwork & Collaboration – Working effectively with colleagues across departments

Technical:

Skills specific to the governance, compliance and company secretarial team:

- SQL – for querying and managing relational databases
- Excel – advanced functions, pivot tables, and data modelling
- Power BI or Tableau – for building interactive dashboards and visual reports
- CRM and Housing Management Systems – e.g., Aareon QL
- Data Quality & Governance – understanding of GDPR and best practices in data integrity
- Data Interpretation – ability to translate raw data into meaningful insights
- Problem-Solving – identifying inefficiencies and proposing data-driven solutions
- Performance Analysis – evaluating system usage, operational metrics, and trends