



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing and Communities
Post Title	Data and Performance Analyst
Post Number	TBC
Accountable to	Head of Performance, Policy & Strategy
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	August 2026

Job Description - Principal purpose of job (role summary)

As a Data and Performance Analyst - Housing, this post will support the Head of Performance, Policy & Strategy to grow a high-performing housing service through robust data analysis, engaging dashboards, and strategic insight. The post holder will be at the heart of transforming how we use data to improve outcomes for residents, delivering real impact on the ground.

This is a critical role for Worthing and Adur to develop a data-led evidence based decision making culture. The role carries gravitas, knowledge, experience and expertise to influence and negotiate across all levels of the organisation.

The post holder will be expert in assessing the validity of the data, providing data governance and assurance to the organisation. The ability to analyse data, draw insights and provide informed recommendations to seniors and peers is essential.

This is a high impact role where the post holder's insight will drive strategic priorities, operational efficiency, and better experiences for residents. This role will work closely with the existing digital and IT teams managing the systems

The post requires a proactive and detail-driven analytic approach, using data to tell compelling stories that influence senior leaders and operational teams alike. Requiring generation of high quality reports and dashboards that drive performance, support place based decision making, and uncover opportunities for continuous improvement.

Familiarisation of Housing data is essential, the post requires working autonomously as well as in partnership with several team leads including resident facing services coordinating our insight functions to ensure data supports decision making at every level. From root cause analysis to developing operational dashboards, the work of this post will directly improve the way we deliver services to our residents.

Your manager will empower application of our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious

- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Develop the new Housing Data Model for Adur Homes in order to meet all legislative requirements

Review existing data against that model and complete a gap analysis including an assessment of the quality of legacy and current data for migration to our new housing digital system and continual data quality assurance analysis.

Systematically go through existing data sets including data on existing systems, google folders and drives, data currently held by third parties that need to be on Adur Systems and physical documents archived across ADC Sites and triage them against the new data model and a data quality standard.

Develop a data strategy in readiness for the development of a new digital housing system

Develop the gap analysis for data we need and don't have into a data acquisition.

Develop a performance management policy and framework.

Lead performance reporting that drives strategic decisions

Develop predictive models to anticipate customer needs.

Translating complex findings into clear, jargon free insights

Managing competing demands from different departments and negotiating realistic timelines for ad-hoc report requests.

Presenting poor performance data to managers tactfully, focusing on root causes and collaborative problem-solving.

Codesigning performance improvement solutions with Adur Homes Service teams.

Knowledge of data protection regulations (GDPR) and best practices and procedures e.g. retention schedules and privacy statements)

Help build a data community to create knowledge sharing via collaboration.

Embedding within operational teams to understand their daily challenges and co-design data solutions.

Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities

Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within

your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the Participation Skills & Competencies.
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others

	Essential	Desirable
Qualifications	Degree or experience in Data Science, Statistics, Business Analytics, Mathematics, or a relevant experience.	
Knowledge	Advanced proficiency in Power BI (dashboard development, DAX), SQL (data extraction and modelling), and complex Google Sheets (PivotTables,	Knowledge of the Regulator of Social Housing guidelines, Tenant Satisfaction Measures (TSMs),

	VBA) is essential.	and compliance standards is highly advantageous. Knowledge of data protection regulations (GDPR) and best practices
Experience	- Proven experience in data analysis with a strong track record of creating performance reports and predictive models. - Experience working with large datasets, preferably in the housing, public sector, or not for profit sector. - Strong experience with data visualisation and business intelligence tools (e.g., Power BI, Tableau, Qlik)	
Communication	Strong communication skills with the ability to present complex findings to senior stakeholders and non-technical audiences.	The ability to present statistical data clearly to housing officers and executives, along with experience in root-cause analysis and business partnering.
Relationship Building	- Act as a service lead on data and performance with operational teams (e.g., Housing Management, Repairs, Income), building strong working relationships to deeply understand their data and insight needs. - Translate complex data models and performance metrics into clear, actionable, and jargon-free insights for non-technical stakeholders - Collaborate with operational managers to constructively challenge existing processes, using data to co-design service improvements for our residents.	- Translating complex statistical findings into clear, jargon-free insights for housing officers, neighbourhood managers, and executives. - Embedding within operational teams (like repairs or income) to understand their daily challenges and co-design data solutions. - Stakeholder relations
Analytical	Excellent analytical and problem-solving skills with a customer-centric mindset.	- Experience in predictive analytics, forecasting, or machine learning applications in a business context. - Demonstrated ability to build predictive models using statistical or machine

		learning techniques.
Planning/ Organising	Ability to work independently, manage multiple priorities, and deliver high-quality work to deadlines.	- Using frameworks like Agile or Scrum to manage, categorise, and sequence ad-hoc data requests against long-term business intelligence development - Keeping structured documentation of SQL scripts, Power BI data models, and methodology logs so processes remain consistent when team members change. - Setting up routine schedules for data extraction, automated cleaning, report distribution, and data quality audits across multiple housing systems.
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	