

ROLE PROFILE			
<b>Role Title:</b>	Graduate Data Analyst	<b>Reports To:</b>	Data & Insights Manager
<b>Location:</b>	Birmingham	<b>Working Hours:</b>	Office Based with some hybrid working   Mon-Fri   9:00-5:30
		<b>Salary:</b>	£25k-29k

**BACKGROUND**

ARK Consultancy Limited (ARK) is a thriving business working throughout the UK, delivering a wide range of consultancy services primarily within the housing sector. ARK also delivers a range of other business, social enterprise and employability support initiatives in housing and allied sectors.

We operate from our head office in Birmingham and we deliver our business activities through a combination of both directly-employed staff and self-employed associates. ARK currently has a team of around 80 people and a multi-million pound turnover.

**MAIN PURPOSE**

The post holder will be part of ARK’s data management team, helping to manage ARK’s database of quantitative and qualitative information, benchmarking client data, carrying out market research, data analysis and supporting ARK’s strategic asset grading model as well as other data related activities as they arise.

- KEY RESPONSIBILITIES**
- **OVERALL**
    - This is an important role in a small team within ARK, that provides business and data analytical services to ARK’s consultancy teams and direct to clients.
  - **DATABASE & SYSTEMS ADMINISTRATION**
    - To assist in maintaining and developing ARK’s portfolio of data, covering a wide range of financial, quantitative and qualitative data across our client services.
  - **MARKET RESEARCH**
    - To undertake focussed market research projects, in order to develop our existing data and to respond to specific client requests.
  - **ANALYSIS AND BENCHMARKING**
    - To assist in specific analysis and benchmarking activities, to inform ARK’s consultancy teams and in response to specific client requests.
  - **REPORTS AND PRESENTATIONS**
    - To provide input into reports and presentations with effectively explained data and clear graphics. To draft reports/sections of reports to support other ARK consultants.
  - **ARK’S STRATEGIC ASSET PERFORMANCE (ASAP) MODEL**
    - To carry out data analysis to support ARK’s existing Strategic Asset Performance model including cleansing of data provided by clients, preparing data to be uploaded to the model and uploading and configuring the data in the model.

### KEY RESPONSIBILITIES (continued)

- **NEW MODELS AND PRODUCTS**
  - To be part of the ARK team which researches and scopes new databases, analyses and benchmarks products and supports the development of these.
- **BUSINESS DEVELOPMENT**
  - To support any business development activities required, including responding to tenders, drafting proposals, attending client interviews and representing ARK at conferences and seminars.
- **CLIENT BASED ASSIGNMENTS**
  - To travel and carry out consultancy support assignments in client offices as part of a consultancy project.

### RECORD KEEPING AND ADMINISTRATION

- Establish and maintain appropriate records and files for ARK and for clients; provide regular progress reports, client contacts, forward work programme, KPIs' etc. as specified.
- Submit monthly documentation as required including:
  - ~ Timesheets
  - ~ Client timesheets
  - ~ Mileage and expenses claims

### HEALTH AND SAFETY

- Observe all safety rules and always carry out safe working practices. Take reasonable care for your own health and safety and of other persons who may be affected by your acts or omissions at work.
- Appraise yourself of all health and safety practices of client organisations when working in and from the client's offices.

### DIVERSITY

- Be aware of ARK's responsibilities to provide a service that reflects and respects the diverse communities in which we work.
- Forge strong partnership relationships and communicate effectively with people from all sectors of the community, outside agencies and internal colleagues.

### RISK MANAGEMENT

- Play an active role in identifying, managing, and controlling risks relating to the activities of ARK.

#### ADDITIONALLY

- Keep abreast of the changing face of the social housing operating environment through involvement in meetings, conferences, seminars, reading appropriate journals etc. Evaluate and report on such information and implement where appropriate.
- Undertake any such training and further education as identified and agreed with ARK's Director.
- Respect and uphold the confidential nature of the services that ARK provides to and for its clients.
- All information held or used by you in relation to ARK Consultancy Limited, CHIC Ltd and clients is to be regarded as confidential. You should not at any time disclose to any person any information as to the business dealings, finances, software, intellectual property, business models, processes and procedures of ARK or CHIC, nor any facts or knowledge in relation to ARK's clients or CHIC's members. All proposals, reports, business models, spreadsheets, memoranda, and other documents/IP in your possession (both electronic and hard copy) are and shall remain the property of ARK.

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF IDENTIFICATION
<b>Qualifications</b>		
Maths and English GCSE	Essential	Application/Interview
Relevant degree or equivalent qualification	Desirable	Application/Interview
Training on and experience of Excel, Access and Microsoft SQL databases	Essential	Application/Interview
<b>Proven Experience, Knowledge and Understanding</b>		
Ability to organise and prioritise own work	Essential	Application/Interview
Ability to translate business requirements into report definitions	Desirable	Application/Interview
Good understanding of the principles of data management	Essential	Application/Interview
Understand how Databases are structured	Essential	Application/Interview
Ability to work with teams across the business, helping colleagues to understand the data they work with and control	Desirable	Application/Interview
Evidence of ability to learn new skills and data analysis/management techniques	Desirable	Application/Interview
Managing data and working with data from multiple databases and other database sources	Desirable	Application/Interview
Presenting accurate information, clearly and concisely in reports or dashboards	Essential	Application/Test
Data cleansing and identifying data issues through exception reporting	Desirable	Application/Interview
Validating and testing reports against the report criteria	Desirable	Application/Interview
<b>Skills</b>		
Good Microsoft Office skills, particularly Excel, including Power Pivot	Essential	Application/Interview
Good Access and SQL skills	Desirable	Application/Interview
Good skills in Power BI or other business intelligence solutions	Desirable	Application/Interview
Strong personal drive and commitment	Essential	Application/Interview
Confident and resilient	Essential	MTQ Assessment/ Interview

This Role Profile forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at ARK's absolute discretion in the future.

As a general term of employment, ARK may effect any necessary change in job content, or may require the post-holder to undertake other duties, at any of ARK's or our clients' offices or working from home.

#### CORE TERMS

- Salary – £25,000 - £29,000
- Pension scheme – 5% ARK contribution matching employee contribution
- Holiday – 25 days per annum pro rata to the start date (ARK's financial and holiday years run July to June) and statutory bank holidays