



ClwydAlyn

Resources/IT

Job Overview

Business Intelligence Assistant

- £29,500 per year
- V72, St Asaph/Hybrid working
- 37 Hours a week



@ClwydAlyn



Person Specification

Oversee the help desk operations, handling all incoming support calls related to housing management. Additionally, conduct on-site visits as needed to address issues effectively and provide hands-on assistance.

Purpose of the post

- Assist in gathering data from various sources and databases, organise and maintain data sets for analysis.
- Collaborate with business information analysts to interpret data and identify trends. Prepare reports, charts and presentations to communicate findings and assist in developing data-driven strategies to improve business processes, including participating in meetings to discuss insights and recommendations.
- Identify and escalate issues with data accuracy or system usage to the appropriate channels to ensure a prompt and satisfactory resolution, identifying where additional support may be required.
- Oversee large-scale communication requests and ensure the precision of data. This involves efficiently handling high-volume communication tasks while maintaining the integrity and correctness of the data being utilised.

Main duties and responsibilities

- Work with the IT Business Intelligence Senior / Manager to analyse the business requirements to identify any significant gaps with existing functionality, resolving them and identifying areas where there might be significant change to business processes.
- Assist in producing specialist reporting and communicating outcomes to stakeholders.
- The importance of this role is to ensure that information is provided and managed as efficiently as possible and this requires a high level of skill, understanding and innovation.

Working at ClwydAlyn

- Providing excellent customer service for both internal and external customers, clients and colleagues.
- Training will be provided to work in line with all health and safety requirements, company procedures and legislation. It is essential to complete any training and development as deemed necessary and compatible with the nature of the post.
- All our teams are expected to work inline with our values and also be responsible for the application of Equality and Diversity practices.
- You may be asked to complete work or tasks reasonable that are outside of your usual work, by your manager, director, executive team or the board, this would be discussed in detail if necessary.
- Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands, or warnings which would impact on their ability to carry out their role.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.

Why work for us?

Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

Ffôn/Tel: 0800 1835757
Ebost/Email: help@clwydalyn.co.uk

apply at clwydalyn.co.uk
applications close 14 May

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.