BUSINESS INFORMATION ANALYST APPRENTICE

Job Description and Person Specification
April 2025

The Wrekin
Housing Group

The Wrekin Housing Group

Business Information Analyst

Responsible to: Business Insight Manager

Job Purpose:

- To help prepare and maintain business information and analysis to a high standard
- Ensure the information meets business needs and supports company goals and follow the Group's aims and objectives when handling data
- To successfully complete a data analyst apprenticeship

Key Responsibilities:

- Learn to understand and analyse data to create accurate reports
- Help develop and improve the organisation's data strategy and reporting tools
- Work with teams to design and manage business information systems
- Ensure data is accurate, complete, and timely
- Support automation and user-friendly formats for reporting
- Assist with complex data needs, creating reports and insights
- Respond to data requests and gather information from various sources
- Help colleagues use business information tools effectively
- Support business initiatives by developing and tracking new measures
- Attend meetings to understand business needs and improve data use
- Carry out other relevant tasks as needed

Training:

- Attend college regularly, including extended hours if required
- Participate in training with a positive attitude
- Complete extra work if needed for your qualification

General Responsibilities:

- Support the Group's mission and focus on improvement
- Follow company policies, including health and safety and equal opportunities
- Take responsibility for learning and sharing knowledge
- Deliver excellent customer service and work towards performance goals

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Person Specification

Business Information Analyst

Qualifications:

Essential skills, knowledge, and experience:

- Uses clear oral and written two-way communication to share information
- Basic SQL skills, including data queries and automation
- Understanding of ETL processes for handling business data
- Awareness of data warehouse concepts
- Some experience with research, data, or business analysis
- Good communication skills to support managers with performance data
- Ability to use data visualization tools, including GIS
- Willingness to learn about management information systems

Desirable skills, knowledge, and experience:

- Basic knowledge of JavaScript, HTML, and CSS for web development is a plus
- Able to create and understand statistical information using data tools
- Can set and meet deadlines for management reports
- Able to explain complex data in a simple, clear way
- Can accurately reflect performance issues and present facts logicall

Competencies to achieve:

- Supports and shares information with team colleagues, actively participating in decision- making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services

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