



Creating great homes together

# Role Profile

**Position**

**Data Analyst (Response Repairs)**

**Reporting to**

**Head of Customer Experience and Home Services**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- Support in your continuous professional development.
- A fast paced, agile and collaborative environment.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- Passion for improving customer experience through data-driven insights.
- An ability to turn complex data into actionable insights that drive improvements.
- Your thoroughness and accuracy in data analysis and reporting.
- A reputation for being proactive in identifying areas for improvement and suggesting innovative solutions.
- Developing data analysis techniques.
- Making best use of available technology, intelligence and analytics including mapping solutions.
- A passion and enthusiasm for data analysis.
- An aptitude for understanding software solutions and their application.
- Being a valuable team member who can effectively support various departments in achieving their insight goals.

## What you take care of

- As a Data Analyst within the Customer Experience and Home Services team you will play a critical role in transforming operational data into actionable insights. You will support the continuous improvement of our repairs service by analysing performance trends, identifying inefficiencies, and enabling data-driven decision-making across the team.
- Collect, clean, and analyse data related to responsive repairs, including job completion times, contractor performance, and cost efficiency.
- Develop and maintain dashboards and reports to monitor KPIs such as first-time fix rates, average repair times, and backlog volumes.
- Work closely with Regional Managers and our Operations Team to identify trends, anomalies, and opportunities for service improvement.
- Ensure data integrity and compliance with GDPR and internal data governance policies.
- Provide insights and recommendations to support strategic planning and operational reviews.
- Collaborate with Insight, IT and digital teams to enhance data collection and reporting systems.

## What you need to be successful

- Proven experience in a data analysis role, preferably within housing, construction, or public services.
- Excellent analytical skills with proficiency in tools such as Excel, Power BI.
- Experience with SQL or other data querying languages.
- Ability to communicate complex data insights clearly to non-technical stakeholders.
- Understanding of responsive repairs processes and housing sector KPIs is highly desirable.
- Great attention to detail and a proactive approach to problem-solving.
- It would be advantageous to have Experience in working with housing management systems and knowledge of UK housing regulations and compliance standards.

## Qualifications required

Applicants with transferable skills are encouraged to apply.

- Although not an essential qualification, it would be advantageous to have a degree in Data Science, Statistics, Business Analytics, or a related field.