

# Job Description

Job title:	Asset Data Analyst
Reports to:	Asset Data Manager
Responsible for:	No Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As an Asset Data Analyst, you will play a pivotal role in driving a data-driven approach to property and asset management. This role will directly influence our property portfolio by collecting, analysing, and interpreting critical data that shapes our strategic decision-making. By developing insights and predictive models, you will help optimise asset performance, support maintenance decisions, and improve customer experiences across Accent’s stock portfolio. Your work will ensure the efficient and sustainable management of our housing stock, contributing significantly to our mission of providing affordable, safe, and sustainable homes.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

As an Asset Data Analyst, your alignment with Accent’s core values will shine through your dedication to using data to improve our asset related services. Your attention to detail, analytical thinking, and proactive approach to problem-solving embody our ‘Driven’ value. By working collaboratively with colleagues across departments, you demonstrate inclusivity and foster an environment of teamwork and shared success. You will also bring a caring attitude, ensuring that your insights lead to tangible improvements for our customers. Your commitment to continually improving data quality and operational efficiency is key to delivering smarter solutions that benefit both the organization and the people we serve.



## Key Responsibilities and Duties

- Collect, analyse, and interpret property and asset data to develop actionable insights that influence strategy and improve asset performance. You will work closely with various teams across the business to ensure data accuracy and relevance.
- Develop predictive models that help anticipate maintenance needs, optimize lifecycle management, and enhance customer experiences through data-driven asset management strategies.
- Create compelling data visualizations and reports to communicate the status, trends, and performance of our property portfolio to senior leadership and stakeholders, driving evidence-based decision-making.
- Conduct segmentation analysis of property assets to tailor maintenance strategies, investments, and resource allocation.
- Proactively identify trends and performance indicators within the asset portfolio, recommending strategic changes to improve operational efficiency and cost savings.
- Lead analytical projects that focus on property trends, asset performance, and service efficiency, contributing to the continuous improvement of our asset management strategies.
- Collaborate with teams across the organization, including Development, Compliance, and Customer Insight, to ensure data is integrated into broader organisational strategies.
- Support the development of data-driven investment strategies that enhance property value and customer satisfaction, ensuring our housing stock remains affordable and sustainable.
- Ensure that all data analysis complies with relevant data protection regulations and best practices, particularly concerning property and customer information.
- Provide training and support to colleagues on interpreting data insights, ensuring that everyone has access to the information needed to make informed decisions.

## The must haves:

- Excellent analytical and problem-solving skills with a focus on property and asset management.
- Proficiency in data analysis tools, statistical software, and property management systems.
- Experience working with large datasets, especially within the housing sector.
- Ability to translate complex data into actionable asset management strategies, with excellent presentation skills.
- Knowledge of data protection regulations, particularly in relation to property and customer data.
- Advanced skills in Microsoft Office, especially Excel, for data analysis and reporting.
- Strong communication skills with the ability to engage and build trust with various stakeholder groups.
- A collaborative team player with a passion for improving asset performance through data insights.
- Occasional travel to other Accent sites and off-site meetings may be required

## The added extras:

- Degree in a relevant field such as Statistics, Data Science, Business Analytics, or Property Management.
- Experience with business intelligence tools (BI) and dashboard development for property management.
- Familiarity with sustainability and energy efficiency metrics in the housing sector
- Understanding of Net Present Value (NPV) and other asset performance metrics for property portfolios.
- Identify smarter ways of working, leveraging automation to streamline established processes.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.