

## Role Profile

Role Details			
Role Title	Trainee Data Analyst	Section	Performance and Innovation Team
Division	Support Service	Report To	Data Analyst / Head of Performance and Innovation
Grade/Salary	SCP31-34	Date Completed	8 May 2025
Company Overview			
<p>City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.</p> <p>City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.</p> <p>Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.</p> <p><b><u>Our Values</u></b></p> <p>Community – To build more sustainable communities through social, economic and community engagement.</p> <p>Trust – To be trusted by our employees, clients, and partners.</p> <p>Ambition – To do more for our client and partners and provide more opportunities for our employees.</p> <p>Honesty – To promote at all times in our communication.</p> <p>Excellence – To deliver quality in everything we do.</p> <p><b><u>Our Mission Statement</u></b></p> <p>To contribute excellence in construction, repairs, maintenance, manufacturing and training to our customers, our employees, partners, suppliers, and the local communities in which we work.</p> <p><b><u>Benefits</u></b></p> <p>As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:</p> <ul style="list-style-type: none"> <li>– A rewarding career with a competitive salary.</li> <li>– Access to contributory pension scheme – Strathclyde Pension Fund.</li> <li>– Excellent annual leave entitlement</li> <li>– Enhanced maternity, paternity, and adoption/shared parental leave.</li> <li>– Access to excellent health and wellbeing initiatives.</li> <li>– Access to a discounted gym membership.</li> <li>– Facility to make payments directly from your salary.</li> <li>– Workplace parking and more.</li> </ul>			

## Role Summary

The Trainee Data Analyst is an integral member of the Performance and Innovation Team and will support the delivery of high-quality business intelligence and data analysis services across City Building. Working closely with the Data Analyst, you will assist in managing the full lifecycle of data, from collection and validation through to analysis and reporting, ensuring all outputs support effective decision-making and continuous improvement.

As a key member of the team, you will contribute to the development and enhancement of reporting systems and data visualisation tools to meet operational and strategic needs. You will work collaboratively with internal stakeholders, including colleagues across multiple divisions, to collect, collate and analyse complex datasets, helping to uncover patterns, trends, and insights that guide business performance and innovation.

You will support the creation and maintenance of dashboards and performance reports that help stakeholders monitor progress against key performance indicators (KPIs), statutory obligations, and service improvement targets. You will also assist with the administration and monitoring of data quality, ensuring compliance with data governance standards and best practices across the organisation.

You will be responsible for ensuring that all work is delivered with a high level of accuracy, confidentiality, and professionalism. This includes contributing to the improvement of data controls, supporting self-service analysis for business leads, and actively participating in the training and development activities necessary to build your technical knowledge and competence.

The Trainee Data Analyst will demonstrate a strong interest in data and business performance, have excellent problem-solving and analytical skills, and exhibit a proactive and collaborative approach to working. You will also be expected to adopt and promote the organisation's values of Community, Trust, Ambition, Honesty, and Excellence in all aspects of your role.

This role plays a vital part in enabling City Building to harness the power of data to drive operational excellence, customer satisfaction, and service innovation, contributing to the long-term sustainability and growth of the organisation.

## Role Outputs

Role Output:	Includes the Requirement to:
Data Management	<ul style="list-style-type: none"><li>– Assist in supporting the team to managing and deliver the businesses data outcomes.</li><li>– Review data controls to ensure that data is collected, managed and used in a way that meets best-practice standards.</li><li>– Collaborate with teams to develop datasets for business intelligence and reporting.</li><li>– Provide advice and guidance on appropriate data controls and collection principles and practice.</li><li>– Work with stakeholders to ensure data supports strategic business goals.</li></ul>
Data Analysis	<ul style="list-style-type: none"><li>– Collect, collate, evaluate and analyse complex information from a wide range of internal sources.</li><li>– Manipulate and link different data sets.</li><li>– Summarise and present data and conclusions in the most appropriate format for users.</li><li>– Use knowledge of relevant data and analytical techniques that will help the business focus on mitigating risk, improving performance, and directing its work where it will have the greatest impact.</li><li>– Support business leads with self-service data analysis within their functions.</li></ul>
Delivering Business Aims	<ul style="list-style-type: none"><li>– Keep abreast of strategy and performance issues across the business so that the delivery of the Performance Team meets business needs.</li></ul>

	<ul style="list-style-type: none"> <li>– Review and support process workflows to enhance data integrity and compliance.</li> <li>– Support the team in delivering on strategic outcomes</li> <li>– Improve the quality and relevance of information presented and reported across business</li> <li>– Deliver outcomes against City Building reporting requirements and strategies.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>– To carry out work in accordance with the Health and Safety at Work Act 1974</li> <li>– To ensure that all Health and Safety requirements are adhered.</li> <li>– Report all Incidents and Accidents at the earliest opportunity.</li> <li>– Ensure a safe working site at all times.</li> <li>– Ensure wellbeing is a priority.</li> </ul>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> <li>– Ensure that you are complying with internal policies, procedures, and relevant regulations.</li> <li>– Comply with and implement all City Building Policies and Procedures.</li> <li>– Act ethically and with integrity.</li> </ul>
General	<ul style="list-style-type: none"> <li>– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role.</li> <li>– Complete all compulsory GOLD and Safety Media training for your role.</li> <li>– Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.</li> </ul>

### **Key Behaviours and Competencies**

**Our Trainee Data Analyst will demonstrate the following behaviours and competencies:**

<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Analytical Thinking	<ul style="list-style-type: none"> <li>– Able to break down complex datasets to find patterns, anomalies, or opportunities.</li> <li>– Approach problems logically and explore different solutions.</li> <li>– Use critical thinking to interpret what the data is really showing asking informed questions to best analyse the data.</li> </ul>
Communication and Interpersonal	<ul style="list-style-type: none"> <li>– Ability to communicate complex technical information clearly to both technical and non-technical stakeholders.</li> <li>– Effectively manage relationships with a range of stakeholders.</li> <li>– Regularly provide updates on workstream progress and ensure that concerns are addressed.</li> <li>– Ability to write clear, concise, and accurate reports for both technical and non-technical audiences, ensuring compliance with relevant policies, regulations, and standards.</li> </ul>
Data Handling	<ul style="list-style-type: none"> <li>– Collect and aggregate data from various sources and ensuring accuracy and completeness for analysis.</li> <li>– Authenticate and evaluate datasets to provide accurate and timely information.</li> <li>– Create clear and informative visualisations, such as charts, graphs, and dashboards.</li> <li>– Investigate predictive models and time-series analyses to make data-driven forecasts.</li> </ul>
Monitoring and Reporting	<ul style="list-style-type: none"> <li>– Assist in the preparation of data insights for non-technical stakeholders in a compelling and understandable manner.</li> <li>– Generate reports and summaries of data analysis, highlighting key findings and recommendations for decision-makers.</li> <li>– Identify data gaps and collaborate with stakeholders to address them.</li> <li>– Ensure regular monitoring, analysis, and audit of our performance indicators.</li> </ul>

Ongoing Training and Professional Development	<ul style="list-style-type: none"> <li>– Complete all necessary training.</li> <li>– Be open to mentorship and guidance for improvement from more experience colleagues.</li> </ul>
Ethical and Professional Integrity	<ul style="list-style-type: none"> <li>– Able to demonstrate honesty and transparency in all professional dealings.</li> <li>– Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.</li> </ul>
Trust and Confidentiality	<ul style="list-style-type: none"> <li>– You must ensure that any sensitive information is handled confidentially and responsibly.</li> <li>– Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.</li> </ul>

### Person Specification

You will be a motivated and detail-oriented individual with strong analytical, interpersonal, and communication skills. You should demonstrate a genuine interest in data and its use in driving strategic improvements and decision-making across the organisation.

You will report to the Data Analyst and Head of Performance and Innovation and may also be required to engage with senior managers, including Business Planners, Heads of Service, and external stakeholders from Glasgow City Council and Wheatley Housing Group. You must be confident in communicating data insights and working collaboratively across various teams.

You will be honest and trustworthy with a proactive and approachable nature. You must be able to communicate complex and sometimes technical information clearly and calmly to a wide range of stakeholders, and managers.

You will support and contribute to the work of the Performance and Innovation Team by assisting in the development of data processes, tools, and analytics that underpin business improvement and decision-making. You will show initiative in learning and applying new analytical methods and take responsibility for managing and presenting data in a meaningful and accurate way.

You will have a commitment to continuous professional development, responding positively to training and mentorship. You will be open to feedback, demonstrate ethical integrity in handling confidential information, and work in line with the company's values of Trust, Ambition, Honesty, Community, and Excellence.

### Requirements

*Qualifications/Licence/Certification/Experience level...*

- High level qualification in a relevant subject (e.g. Statistics, Computer Science, Business Systems or related disciplines) or significant practical experience in a Data Analyst or similar role.
- Practical knowledge in data analysis tools and software (Excel, Python, R, SQL).
- Practical knowledge in data visualisation tools such as Business Objects, Power BI, Tableau.

### Interdependencies

- Head of Performance and Innovation
- Data Analyst
- Business Planner and Assistant Business Planner
- Senior Management and Managers within City Building
- All personnel within City Building, RSBI, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly

## Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.