

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Performance Data and Sustainability Administrator		
<b>TEAM</b>	Performance & Data Insights	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1.0	<b>LAST UPDATED</b>	May 2026

### THE PURPOSE OF THIS ROLE IS TO

Be responsible for collecting, analysing, and reporting performance and collating environmental data to support effective decision making across the Company.

The role plays a key part in collating annual Environment, Social and Governance information to publish benchmarked performance

The postholder will also be expected to support the wider remit of the Performance & Data Insight Team.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Collect, validate and maintain performance data from multiple systems
2. Maintain Power BI dashboards, manage data refresh schedules and access permissions to support operational teams and performance storytelling
3. Analyse trends, benchmarking results, and comparative data to identify risks, opportunities, and areas for improvement
4. Collating information relating to environmental performance across Coastline and ensuring that all improvements are documented;
5. Work with colleagues to evidence environmental performance information to create claims for carbon credits;
6. Encourage colleagues across the business to reduce carbon and environmental impact to improve understanding;
7. Present findings in various formats, written reports, dashboards and visual summaries
8. Work collaboratively with operational teams to understand and interpret Power BI dashboards and performance data

9. Support with regular reports and articles for publication to help raise awareness of Coastline's Net Zero Carbon journey.
10. Support with data collection for Group regulatory returns, such as the Tenant Satisfaction Measures (TSMs)
11. Carrying out any other reasonable duties within the scope of the role, including support for the wider Performance & Data Insights Team.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- GCSE Maths & English Grade 4 or above (or equivalent).
- Is highly organised with strong attention to detail and commitment to data quality.
- Strong IT skills, including SharePoint, Microsoft Word and Excel, including working with large datasets
- Passionate about improving the environment.
- Some experience in the following would be an advantage:
  - Experience within a housing association or public sector organisation
  - Knowledge of housing regulation, performance frameworks, or Key Performance Measures
  - Knowledge of environmental and property legislation, focusing on housing and buildings
  - Experience in carbon accounting and analysing datasets with the ability to use data visualisation tools to present information clearly to managers.

## General Obligations – For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

## REPORTING

Directly reporting to Head of Performance & Data Insights

## CONTACTS

### Internal

- Finance Team and IT colleagues
- Managers and colleagues across Coastline
- Executive Team and Board/Committee members

### External

- HouseMark and other benchmarking bodies
- Acuity, Research & Practice
- Other Housing associations
- Sustainability and ESG partners

