

Job Description

Job title:	Insight Officer	Location:	Merseyside or Cheshire and required to work across the Organisation
Responsible for:	N/A	Responsible to:	Senior Assurance Officer

Overview of the role

The purpose of the Insight Officer role is to collect, analyse and present data and feedback, drawing on performance data and feedback from multiple sources; to understand the expectations and experience of customers, identifying opportunities to improve the customer and colleague experience and performance.

You will be responsible for the delivery of all aspects of the customer survey programme. This will include the development and oversight of transactional and perception surveys, ensuring they are fit for purpose and compliant with legal and regulatory requirements. Presenting the findings to different stakeholders, tailoring the findings and visualisations for the audience.

You will use multiple sources of data and feedback to provide high quality data analysis, focused on delivering meaningful, actionable insight to facilitate customer focused decision making and drive continuous improvement. This includes identifying key drivers, trends and opportunities for service improvement to support service areas to improve customer perception and satisfaction.

Main responsibilities and accountabilities

- Deliver performance/customer insight through detailed analysis to drive forward understanding and improvement and make recommendations to improve service delivery and customer satisfaction.
- Analyse statistical information from customer satisfaction surveys and triangulate with other data sources, identifying key drivers, issues, prevailing and expected trends.
- Utilising data storytelling techniques, combining visualisations and narrative, to effectively communicate and present insights to stakeholders at all levels
- Support the Senior Assurance Officer to deliver the Performance Management framework and annual performance cycle.
- Promote a data quality culture ensuring governance is established in terms of quality and accuracy.
- Identify and use relevant benchmarking and best practice for the organisation.
- Responsible for the delivery of the customer survey programme including design, collection and detailed analysis of feedback.
- Ensure that feedback services and contracts are managed to ensure data integrity and reliability, liaising with internal and external suppliers.

- Assist in the development of the organisation's performance management framework including relevant indicators and reporting mechanisms.
- Accountable for personally delivering timely, accurate and actionable reports and insights
- Maintaining a good knowledge of relevant analytical and statistical techniques and applying them to support service areas to understand performance and improve operational efficiency.
- Manage and develop performance management system to meet needs of the business, including providing support and training, guidance notes and briefings to colleagues.
- Staying informed about industry trends and emerging best practices in customer insights
- Support the submission of Regulatory Returns and external submissions, through the collation, verification and validation of data providing assurance on its accuracy.
- Assist with the collation and submission of statutory and regulatory performance indicator reporting requirements including the tenant satisfaction measures (TSM's).
- Supporting service areas to use customer insight to understand and enhance the customer experience.
- Carry out all other duties as may be reasonably assigned with the level of this job description

Functional responsibilities

The post is responsible for providing advice regarding the following functions within Plus Dane:

- Performance and risk management system development (One Source)
- Performance Management Framework
- Benchmarking
- Customer Insight
- Customer surveys and survey methodologies
- Tenant Satisfaction Measures (TSM)
- Statistical data analytics

Key contacts

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

Key internal contacts are:

- Senior Management Team
- Digital & Innovation Team
- Communications Team
- Leadership Team Board & Committee Members

Key external contacts are:

- Housemark
- Vantage
- In-Phase
- Customer feedback contractors
- Peer groups (e.g. benchmarking groups)

Person Specification	
Job title:	Insight Officer

Area	Requirements
Education:	Educated to Degree level or equivalent experience (Essential)
Job related skills & knowledge	
Essential:	<p>Has experience of:</p> <ul style="list-style-type: none"> • Performance management including KPI monitoring and reporting • Ability of collating and analysing multiple sources of complex data to identify key drivers, trends and themes and improvements • Proven track record and experience of working with and analysing disparate, often incomplete, data (both quantitative and qualitative) to produce actionable insight that informs decision making • Data visualisation and presentation tools for variety of audiences • Able to gather requirements from the business and translate into deliverables • Excellent written and verbal communication including report writing • Able to demonstrate high level of accuracy and attention to detail • Building strong relationships with internal and external suppliers. • Communicating insight through multiple methods including reports, presentations. • Solving complex problems, with the ability to identify innovative or forward-thinking action plans to improve performance. • Delivering a high performing service • Working with internal and external stakeholders to deliver the programme of surveys to meet the needs of internal teams and customers. • Delivering a service (such as a customer survey programme) to comply with regulatory and legal requirements, as well as meet the needs of teams. • Extensive experience with Microsoft Office tools, in particular excel • Advanced Excel skills, including the use of complex formulas and data manipulation. <p>Has knowledge of:</p> <ul style="list-style-type: none"> • Research methodologies including delivery of transactional and perception surveys • Performance management systems, frameworks and processes • Statistical approaches and methods e.g. correlation, regression etc • Understanding of benchmarking techniques to support performance improvement

Desired:	<ul style="list-style-type: none"> • Knowledge and experience of applying continuous improvement techniques. • Delivering performance management/customer insight in the social housing sector. • Social Housing Regulatory framework including compliance with TSM requirements
Personal qualities	<p>Able to:</p> <ul style="list-style-type: none"> • Critical thinker passionate about the value insight can deliver to teams • Excellent analytical, numeracy and problem-solving skills • Ability to research and interpret complex information and data • Ability to self-motivate, work under pressure, prioritise workload of self and others and meet performance targets and deadlines • Ability to present complex data in a clear and understandable way to all audiences including customers • Ability to converse and relate ideas and reporting to all levels • Ability to use judgement to compare and evaluate options and take informed decisions based on such analysis • Presentation skills • Build relationships to work collaboratively and constructively with colleagues across the business • Gain credibility, challenge and influence at different organisational levels. • Contribute to own personal and professional development through training and cross-functional working with other members of the Performance & Risk Team. <p>Has:</p> <ul style="list-style-type: none"> • High personal integrity and a strong focus on personal accountability to deliver effective outcomes • Excellent communication skills • Excellent written, verbal and numerical skills • Able to work independently using own initiative, or as part of a team • Self-motivated • Professionally curious • Performance driven • Customer focused

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.