

# Senior Insight Research Analyst

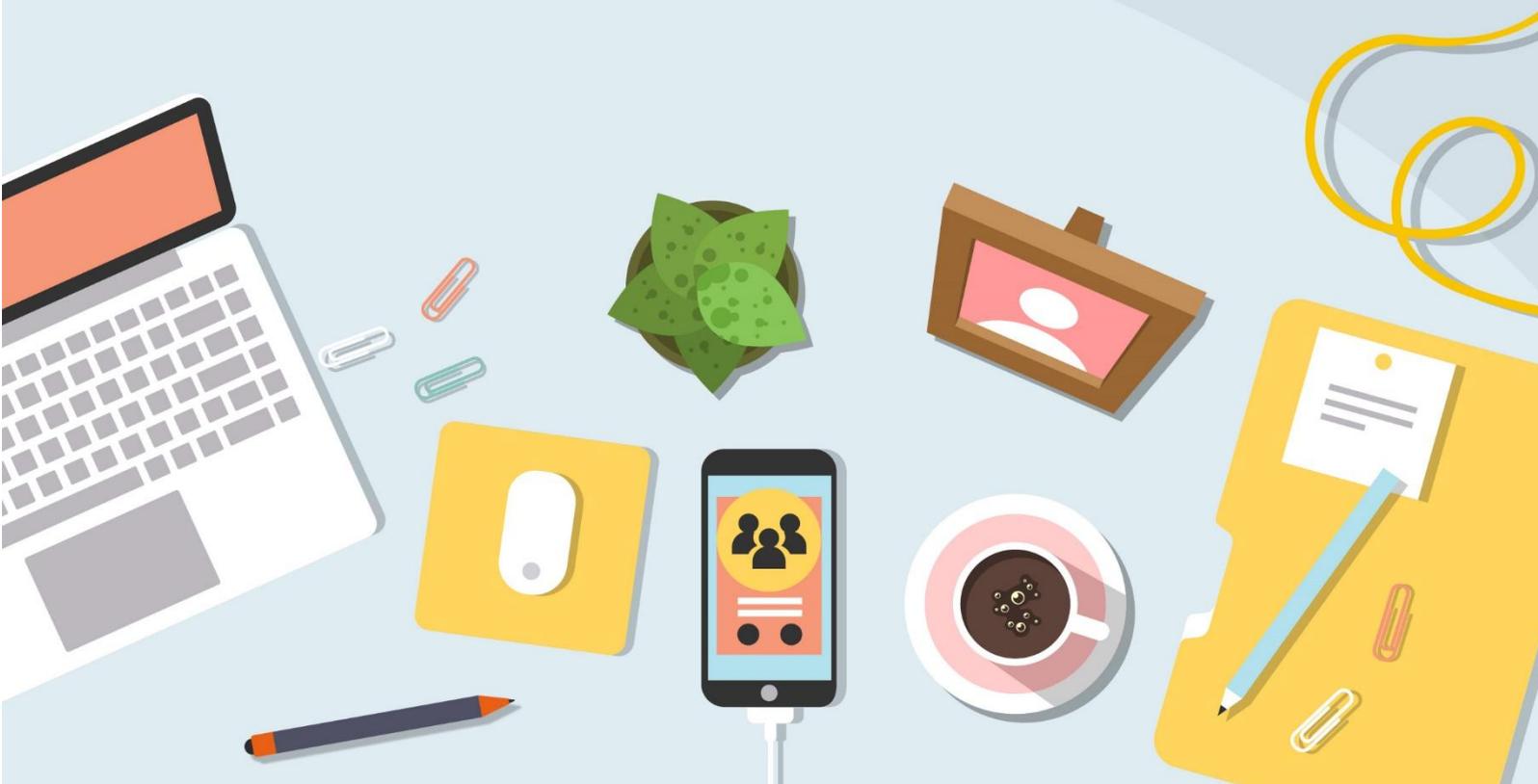
## Job Description

**Pod:** Insight & Strategy

**Stem:** Insight

**Reports to:** Insight Lead

**Direct reports:** Data Insight Specialist, Insight Research Analyst



## Red Kite's Expectations

To deliver the excellent services we promise to customers we need to know our stuff, scrutinising our data, translating and converting it into business-building insight for the organisation and our customers. We need to be outward-looking, knowledgeable about social and economic developments impacting our own and other sectors and be hungry for new and exciting ways of improving how we do business.

You will be a great data analyst with a strategic mindset who loves taking on projects with a fresh outlook on things. You are an innovative thinker who is keen to provide meaningful insight, directing a team to apply logical thinking to derive insights using statistical modelling and research techniques to aid decision making and service improvement. We are a dynamic team, and that means our reporting has to be dynamic too – this role will be critical in ensuring we are asking the right questions and have the right data at the right time.

## Key Responsibilities

- Manage and direct the Insight team, making sure that we are effective and achieve our outcomes, ensuring the team are a vital source of insight and critical thinking
- Ensuring all operational and committee performance reporting is delivered in a timely manner with a high level of accuracy, ensuring clear recording and follow up on any agreed actions
- Develop relationships with colleagues, establishing new mind-sets and boosting the knowledge of data analytics, informing discussions with evidence drawn from research and analysis of both of internal performance and the external environment
- Be one of our 'go to' people for research and performance insight, carrying out complex analysis from a host of different sources and providing clear outcomes and recommendations
- Proactively suggesting and applying solutions to problems identified during the course of analytical work, collaborating with colleagues from across the business
- Use our wealth of data, translating it in an informative way, showing how it links to the delivery of services to our customers and drive business improvement
- Supporting our capture and reporting on key performance information on our business improvement activities, ensuring our methodology is strong, and teams are collecting and providing the information that we need
- Take a lead role in ensuring we are compliant with requirements from the Regulator, Ombudsman and other regulatory bodies, such as the Tenant Satisfaction Measures

- Taking a key role in deep dives – helping us ensure we fully understand how things are working so we make the right decisions
- Take responsibility for the reliability of the data we access and make sure that we protect and respect our customers' information, ensuring we can provide assurance that our reports are accurate and well tested
- Take a lead role in working with our colleagues in the Digital and Projects Pod to develop GIS and PowerBI as key tools to allow quick and structured access to data
- Proactively working to develop our insight methodologies and supporting technology as part of broader strategy for reforming and updating ways of working, focusing particularly on efficiency and outcomes for the customer.
- Continually horizon scanning – making sure that we are keeping up to date on the external environment and sharing this information in a dynamic way.
- Ensure the team have the skills, knowledge and tools to successfully deliver on our objectives

## Our essentials

- Experience managing a team
- Excellent verbal, presentation and written communication skills, able to tailor communications for a diverse range of audiences, including tenants, colleagues, senior managers and our Committee and Board members
- An effective professional with an ability to maintain a high degree of self-motivation and tenacity and passion for problem solving
- A brave but approachable character who supports decisions, but who also challenges them when appropriate
- Able to build effective and productive working relationships with colleagues, senior managers and executive teams and tenants – with the ability to influence
- Fully comprehensive insight experience gained across a range of research specialisms (including desk research/analytics, qualitative and quantitative) and versed in a wide variety of insight methodologies
- Someone committed to helping all in the business achieve our objectives and promote continuous improvement
- Someone keen to develop their skills as well as the skills of those that report into them
- Experience working in a customer-focussed organisation
- Embrace and live our values of Partnership, Respect and Pride

## Added Extras

- Expert communicator who explains complex insights clearly
- Collaborative team player who creates a positive, solution-focused atmosphere
- Trusted and respected for integrity and professionalism
- Courageous yet approachable – supportive but willing to challenge
- Determined, committed, and caring professional
- Keen to develop self and others
- Handles pressure well and prioritises effectively
- Brings solutions rather than problems
- Passionate, dynamic, results-oriented professional

## Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Graduate calibre or experience carrying out analysis of a financial or business nature and interpreting that information and data at a strategic level
- Be technically capable, with expertise in Excel, with PowerBI experience as a bonus
- Have excellent verbal and written communication, able to produce robust, clear and accurate reports and recommendations to inform continuous improvement
- Be able to process large amounts of manual or digital information, with care, accuracy, security and confidentiality
- Be uncompromising on high quality and standards with excellent attention to detail
- Be an excellent team leader and player, confident, independent and have strong problem-solving abilities