

# Insight Lead

## Job Description

**Pod:** Insight & Strategy

**Stem:** Insight

**Reports to:** Head of Insight & Strategy

**Direct reports:** Senior 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 also 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 lead and motivate a team applying logical thinking to derive insights using statistical modelling and research techniques to evidence intelligence and aid decision making. You are able to get to the heart of issues quickly.

You are an innovative thinker who is keen to direct, explore and research meaningful insight and who will influence others to use this intelligence to drive the services that will best support our tenants.

## Key Responsibilities

- Inspiring and leading our Insight team, ensuring that they are the source of insight as well as analytic and critical thinking skills, providing support to promote and aid business improvement through benchmarking, market intel, sector awareness and knowledge
- Ensuring delivery of the team's objectives by setting clear priorities as part of a structured work plan, identifying learning and development needs and ensuring that the team functions as an efficient, focused unit
- Proactively working to lead and develop our insight methodologies and supporting technology as part of broader strategy for reforming and updating ways of working. Participation in change projects, providing intelligence to help inform and shape strategic decisions
- Leading and taking part in discussions with colleagues including senior leaders, about strategic and operational priorities, informing them with evidence drawn from research and analysis of both internal performance and the external environment
- Help develop, shape, and manage our performance and quality assurance frameworks which will help our teams know what good looks like and allow us to hold each other to account
- Strengthening links with other areas of the organisation that can provide valuable sources of data
- Develop and build strong relationships with colleagues across the business, establishing new mind-sets and boosting the knowledge of data analytics and strategic thinking to deliver value, making sure we are at the forefront of insight techniques and learning
- Proactively suggesting and applying solutions to opportunities identified during the course of analytical work
- Contribute to discussions and ideas on how we deliver against our ambitions and strategy and provide excellent services for our tenants

- Take responsibility for the reliability of the data we access and make sure that we protect and respect our tenants' information
- Ensure we are able to meet the requirements of the Social Housing (Regulation) Bill with good data collection and analysis

## Our essentials

- Experience of working in and managing a team, ideally at a senior level
- Excellent verbal, presentation and written communication skills
- An effective professional with an ability to maintain a high degree of self-motivation and tenacity and passion for problem solving
- Someone committed to helping all in the business achieve our objectives and promote continuous improvement
- Experience of working in a customer-focussed organisation
- 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
- Experience of effectively influencing senior stakeholders to apply insight and positively impact business outcomes
- Excellent interpersonal skills and the capability to build productive business relationships at all levels
- A brave but approachable character who supports decisions but who also constructively challenges them when appropriate
- Someone who handles challenge and change with ease, who can prioritise and stay calm under pressure
- Embrace and live our values of Partnership, Respect and Pride

## Added extras

- Experience of strategy monitoring and reporting
- Understanding of data structures, storage, PowerBI and Microsoft Dynamics
- Experience of driving data quality in an organisation

## 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:

- Have excellent verbal and written communication skills, including formal reporting and Board papers
- Be technically capable, with expertise in Excel, with PowerBI experience a bonus

- Have experience of presenting analysis to senior leaders, influencing data-driven decision making
- Have experience of leading a team in a customer-focused organisation
- Have experience of bringing people with you on a journey, encouraged change and learning and delivered tangible results