

Insight Research Analyst

Job Description

Pod: Insight & Strategy

Stem: Insight

Reports to: Senior Insight Research Analyst

Direct reports: None



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.

Carrying out root cause analysis and using data to produce recommendations and solutions comes naturally to you. What's more, you know how to apply logical thinking to derive insights using data analysis and research techniques to evidence intelligence and aid decision making. You are able to get to the heart of issues quickly. You are a good communicator, someone who is motivated by meaningful insight and research and able to encourage others to use this intelligence to support the business.

Key Responsibilities

- Helping to pinpoint learning outcomes from all data analysis, particularly performance information and customer satisfaction data
- Able to use a range of techniques to help manipulate, analyse and visualise your findings
- Collection and administration of performance indicators, checking relevance and accuracy
- Helping with collation of performance reports to the leadership team, using hawk-like attention to detail to ensure the accuracy of data
- Conducting first level research to support the formulation of existing and future business decisions including the implications of new legislation, government policy and developments in the wider community which impact on our plans, policies and strategy
- Collecting comparator information and sharing the insights to encourage and improve our performance
- Proactively identifying problems during the course of analytical work, escalating to and working with the Senior Insight Analyst to ensure solutions are actioned
- Supporting to help develop our insight methodologies and digital transformation, updating ways of working, focusing particularly on efficiency and improved outcomes for the customer
- Support the team and wider business in focussing on and delivering the objectives of our corporate strategy

Our essentials

- Self-motivated with high levels of accuracy and attention to detail
- Someone who knows their stuff and can tell a story through data and insight, communicating it clearly
- Someone who has a passion and curiosity for problem solving and thinks logically, focussing on our objectives

- A strong team player who works openly and creates a positive, solution-focused atmosphere – a person with real integrity
- An approachable character who supports decisions but who also constructively challenges them when appropriate
- Someone with time management skills who get things done and prioritises to meet deadlines
- Embrace and live our values of Partnership, Respect and Pride

Added extras

- A passion for growth, innovation and continuous improvement, eager to deliver excellent value for money services
- A collaborative working style, effective at engaging with, influencing and enthusing colleagues and other stakeholders
- Be open and honest, and take ownership of situations

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
- Be technically capable, with expertise in Excel, with PowerBI experience a bonus
- Have experience of carrying out analysis of a financial, academic or business nature and interpreting that information and data to generate actionable insight.
- Have experience of working as part of a team in a customer-focused organisation
- Be able to build effective and productive working relationships with staff, managers and customers