

<b>Designation:</b>	<b>Customer Insight Officer</b>
<b>Grade:</b>	<b>STR 5</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	To take an influencing role in maintaining and developing the customer experience by providing insight through data analysis and business intelligence. This role is key in ensuring our business remains customer focused.
<b>Responsible to:</b>	<b>Asset Information and Support Manager</b>
<b>Responsible for:</b>	<b>None</b>

<b>KEY DUTIES</b>
<ul style="list-style-type: none"><li>• To lead and deliver data analytics including the Collation, analyse, interpret and benchmarking of all feedback about the organisation's service; utilise the information to provide evidence of contractual, regulatory and KPI compliance.</li><li>• Engage and consult with internal and external customers, providing them with analysed data to ensure that they can influence service delivery and standards; delivering a great customer experience and the highest standards of performance, compliance and efficiency</li><li>• You will produce management reports and proactively share relevant insight from across the wider service with colleagues across the organisation.</li><li>• Work closely with key stakeholders to understand the priorities of the business and manage projects and activities to help bring a customer perspective to key decisions, both operational and strategic.</li><li>• Ability to deliver complex information at both a senior level and also to other stakeholders in a simple, easily understandable manner</li><li>• You will Analyse data from existing systems, sources of data with additional qualitative research to support business decisions understanding key strategic priorities and the customer perspective</li><li>• Work effectively with colleagues to contribute a significant role in delivering our HRA five-year delivery plan including contributing to the decision making in the organisation; in doing so, propose evidence-based solutions as well as</li></ul>

supporting and challenging colleagues

- Take personal accountability by keeping track of own progress against objectives, completing work to deadlines or informing others when targets cannot be met
- Develop suits of reports working alongside other internal and external resources for data to deliver improved services for our customers.

## SKILLS AND KNOWLEDGE

- Educated to degree level or substantial experience of Data Analytics and Project Management skills.
- Substantial experience of collating and analysing statistical information and preparing written reports in a variety of formats communicating clearly and concisely with external and internal customers by a range of methods most appropriate to the circumstances
- Awareness of contractual and sector compliance.
- Knowledge of Excel at an intermediate to advanced level.
- Demonstrable experience of a wide range of IT Applications.
- Excellent analytical and problem solving skills
- Ability to analyse and interpret raw data, from a variety of sources, and present it in a manner appropriate to a variety of audiences – internal and external.
- Takes a structured and consistent approach to problem solving, ensuring quality, customer satisfaction, cost and efficiency is taken into consideration at all times.
- Developing partnerships with external stakeholders and organisations to derive insight.
- The ability to use own initiative and work with minimal supervision utilising excellent administration, organisational and coordination skills
- Embedding insight process proactively across the business and the organisation
- Understanding the impact of GDPR and how it is applied to the organisation

## COMPLEXITY AND CREATIVITY

- Understand the complex structure of the service and support the various teams by enabling the best possible and most creative approach to data evaluation and management, this will include: supporting the Operations Manager in reviewing information and the customer experience identifying opportunities for efficiency and performance improvement.
- A self- starter with willingness to investigate complex issues and identify areas for improvement.
- Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines

- A creative understanding of how ICT and other systems can proactively benefit the service and influence decisions or processes to improve service delivery

## JUDGEMENT AND DECISIONS

- Work is carried out within the programme and objectives where there is a wide range of choices and where advice is not normally available and / or decisions where policy, procedures and working standards provide only general guidelines.
- Decision which lead to the setting of reporting standards in the provision of service delivery which lead to changes in important procedures or service practice.

## CONTACTS

Members of the Council, members and staff of other local authorities'/partner agencies suppliers and contractors' members of the public, tenants and leaseholders

## RESOURCES

None

## TRAVEL DESIGNATION

HMRC mileage rates will apply.

## GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*