

<b>Designation:</b>	<b>Customer Insight Officer</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Responsible to:</b>	<b>Asset Information and Support Manager</b>
<b>Service Area:</b>	<b>Housing Contracts</b>
<b>Post Number:</b>	<b>TEN</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educated to either degree level, NVQ Level 5, Foundation Degree or equivalent through relevant training and/or experience

### EXPERIENCE

- Broad understanding of research and analysis methodologies particularly survey writing and analysis
- Experience of bringing together various sources of data and presenting finding to varied audiences
- Experience of developing partnerships to derive insight information
- Experience of linking insight information to drive service development and change
- Have worked confidently and collaboratively with a varied range of stakeholders
- Experience of using large datasets
- Development of and Insight strategy

### SKILLS & KNOWLEDGE

- High level IT literacy and keen adopter of digital technology
- Proven ability to analyse, interpret and critique data and information and draw out relevant insight information and implications
- Understand and objectively challenge and analyse data
- Excellent report writing and presenting skills
- Strong verbal, written, and communication skills

### PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Good business skills
- Possess a can do attitude
- Possess and ability to creatively problem solve issues

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Educated to degree level or equivalent through relevant training and/or experience

### EXPERIENCE

- Operational experience of the role

## SKILLS & KNOWLEDGE

- Have relevant commercial management experience
- Proficient user of ICT database systems
- Experience of working within the social housing sector

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, in line with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### 7. Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.