Vico Homes

Customer Insight and Data Assistant

Grade:	Grade 3
Section:	Business Intelligence and Change
Reports to:	Senior Insight Officer
Responsible for:	None

About the job

- Provide support to deliver the annual Customer Insight and Scrutiny Programme through a variety of research activities.

You'll be trusted to

- Contribute to the development of the Customer Insight plans and programme of work.

- Maintain relevant statistical databases as required.

- Support the Senior Insight Officer by attending internal and external meetings as required, working flexibly to meet the customer and business needs and requirements.

- Support the wider Business Intelligence and Change team.

- Keep up to date with relevant policy, practice and legislation.

- Provide support for research projects as designated by the Senior Insight Officer in line with the annual Customer Insight and Scrutiny Programme to ensure that the programme is delivered on time.

- Conduct data collection for both quantitative and qualitative research projects using a mixture of research methods.

- Act as a first point of contact for the Customer Insight Team fielding and resolving communications.

- Provide administrative support to contribute to the efficient running of the Customer Insight Team.

- Collect data through surveys, focus groups, and interviews to support decision-making processes by using a variety of research methodologies to achieve high quality representative data.

- Input data from survey work and undertake data analysis using statistical software.

- Draft reports which presents the findings of the research and tells a clear story with actionable insights.

- Creatively design a range of tables, charts and graphs which presents the findings of the research and present these clearly in reports and presentations.

- Conduct data management and data analysis to provide managers and the executive team with accurate facts to enable sound business judgements to be made.

- Work within the Customer Insight Code of Conduct, the Market Research Society Code of Conduct and the General Data Protection Regulation.

- Maintain databases in the Customer Insight Team and completing regular data cleansing activities in accordance with data retention schedules.

- Monitor political, market and consumer developments that might affect Vico Homes and our customers when conducting data analysis and interpreting findings to identify the research story.

- Identify and articulate training and development needs to allow for continued professional development.

- Carry out any other duties as directed by the line manager that are appropriate to the overall purpose of the job and grade.

Who you'll work with

Internal: Vico Homes colleagues and managers at all levels.

External: Vico Homes tenants, tenants' and residents' associations, other housing associations, contractors, consultants, professional bodies, trade organisations, software and hardware suppliers.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

Caring   Confident   United   Ambitious

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 3 of the Qualifications and Credit Framework such as A levels grades A – C.	✓		AF / CQ
Be willing to undertake software training relevant to the post.	✓		AF / I
Experience of collating statistics and interpretation of data, both qualitative and quantitative.	✓		AF / I
Data entry skills.	✓		AF / I
Ability to carry out desk research.	✓		AF / I
Experience of creative approaches to evidence gathering, problem solving and presenting information.	✓		AF / I
IT literate with an ability to use Microsoft packages, such as Word, Excel, PowerPoint and Outlook.	✓		AF / I
Ability to meet tight deadlines and prioritise tasks accordingly.	✓		AF / I
Good written and verbal communication skills.	✓		AF / I
An understanding of confidentiality and Data Protection law.	✓		AF / I
Accuracy with the handling and collection of data.	✓		AF / I
An organised approach to project management and ability to flag any potential problems to the key people.	✓		AF / I
Strong organisational skills and attention to detail.	✓		AF / I
Ability to handle multiple tasks in a fast-paced environment.	✓		AF / I
Natural creativity and clear thinking.	✓		AF / I
Ability to work as part of a team and on own initiative.	✓		AF / I
Commitment to inclusive working practices	✓		AF / I
A willingness to work flexible hours.	✓		AF / I
Research related professional qualification.		✓	AF / CQ
Customer focussed and aware of both the issues facing social housing providers and people living within the district.		✓	AF / I
An understanding / awareness of political systems and processes.		✓	AF / I
An understanding of the work of social housing providers.		✓	AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Knowledge of research methods such as focus groups.		✓	AF / I
Valid UK driving licence with access to a vehicle in order to travel throughout the operating area and to other locations as required by the business.		✓	AF / CQ

Key
AF - Application Form
I - Interview (this may include a presentation and occupational test where appropriate)
CQ - Certificate of Qualification
R- References