

Role Profile

Role Title:	Research and Data Insight Manager
Department:	Group Planning & Performance
Role Purpose:	Working closely with the Director of Planning and Performance, the Research and Data Insight Manager is responsible for developing a Research and Data Insight function that is highly effective at interrogating, analysing and presenting internal and external data to inform better decision making as well as assess and evaluate impact. Key areas of work will include stock and market intelligence, strategic research, impact evaluations, customer insight and operational data analysis.
Reporting to:	Director of Planning and Performance
Responsible for:	Research and Data Insight Analyst
Disclosure level:	
Role Level:	<u>Frontline Manager</u>

Key Role Responsibilities	<ol style="list-style-type: none"> 1. Develop and oversee a leading, high quality, targeted research and data insight plan, which contributes to the formation and delivery of the corporate plan. 2. To undertake, commission and support research projects identified in the plan where analytical & data insight is required. Projects will include asset/stock intelligence, customer intelligence, options appraisal, market appraisal, impact evaluation, cost benefit, value for money, and the statistical data return (regulator return) amongst others. 3. To provide an analytical support service – involving the collection, manipulation and visual reporting of data, for example, using spatial and statistical analysis (GIS). To develop, roll out and maintain the intranet mapping solution designed to help support staff self-serve and access data geographically. 4. Have a high profile presence in championing research, data integrity and insight across the business. Help enhance the team's profile (internal and external) by way of projects, service provision, and engaging with stakeholders.
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	<ol style="list-style-type: none"> 5. Through the use of data and analysis, support Midland Heart's understanding of the key markets in which it operates and help aid the decision making process. For example, analysis of housing markets where Midland Heart has stock or is looking to develop or provide a strategic understanding of customers e.g. affordability. 6. Ensuring there is effective cross working with other teams who have a role in data analysis, including Service Improvement, Business Intelligence (IT) and Finance. To look for opportunities to engage in partnership activity with other organisations to support the research plan. 7. Providing analytical support for policy analysis and research projects. Keep abreast of key policy trends within housing and care and the strategic context within which Midland Heart operates. 8. Ensure the team is using the most appropriate and effective suite of tools and methods (e.g. GIS, Business Intelligence software) to deliver data insight and influence decision-making. 9. Take responsibility for sourcing best practice externally and keep up to date with the latest trends and developments in data and insight. For example, identifying proprietary or open data solutions that support the delivery of the plan.
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<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Degree level education or equivalent in a related field e.g. Research & Data Insight, or significant work based experience with evidence of continuous professional development.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience of influencing business decision making through the use of research and data insight. • Experience of initiating and delivering effective research projects plans and facilitating their delivery. • Good experience of using spatial and statistical analysis systems (GIS). • Significant and demonstrable experience of using a range of techniques and methods when undertaking and presenting research and data insight activity. • Extensive knowledge of research theory and practical delivery of the associated techniques and methods.

	<ul style="list-style-type: none"> • Strong understanding of the latest trends and thinking in data insight. • Knowledge of KPIs, evaluation and performance metrics. • Familiarity with a variety of IT formats and analytical techniques. • Good awareness and understanding of the social housing sector.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Demonstrable skills to build and manage a high performing team. • Capacity to think strategically and analyse and solve complex problems. • Committed to the continuous development of staff and self, with strong sense of self-motivation. • High level of skill in relationship building and able to operate in an environment of complex relationships. • High level of influencing and interpersonal/negotiation skills. • Ability to communicate and present complex information in a simple, tailored and creative way which can influence senior decision makers. • Strong personal commitment to working collaboratively and ability to build effective relationships with people of all capabilities and attitudes. • A commitment to flexibility in delivery and style to meet business needs and pressures. • An ability to communicate with staff and teams at all levels across the Group. Good oral, verbal and interpersonal skills in order to engage and influence. • High standards of professional probity. • Be comfortable with our organisation's values and be happy to demonstrate these values in action in your work. • Understanding of and commitment to the principles of equality and diversity.