

MTVH ROLE PROFILE

Date: 12.01.2024

Role Title (External)	Customer Insight Analyst	Directorate	Corporate Services	Location (based)	Waterfront House
Reports To	Customer Insight Manager	Function / Team	Strategy, Performance and Projects	Geographical Spread	National
Direct Reports (Number)	TBC	Budget Sign-Off Approval Level	n/a	Suitable for Agile Working Options	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
DBS Check Required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes for DBS check, which level is needed? Enter statement below as applicable.			Driving Licence	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
				Insurance check required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Overall Responsibility:

As a Customer Insight Analyst, you will play a vital role in representing and communicating our customers' feedback. Your primary responsibility will be to ensure that we collect high-quality data from our customer satisfaction surveys by supporting data quality and management efforts. You will be responsible for creating engaging reports that effectively communicate customer satisfaction themes to business areas. You will help them to analyse and understand the information available across multiple systems to identify areas for service improvements as well as celebrate successes.

Key Responsibilities and Outcomes

- Produce engaging customer insight reports, run key driver analysis, and review survey feedback themes and trends across customer groups and tenures to support representative sampling.
- Work with business teams to identify data quality improvements on transactional surveys and work with them to implement data quality strategies.
- Manage and maintain one or more data repositories to ensure the business has relevant access to key data as required. This should include the management of third-party data repositories.
- Ensure business functions and survey owners have access to high-quality data sets, report on progress against data quality, and access survey targets.
- Proactively support the Customer Insight Manager to engage with business leads to communicate findings and work with them to identify where actions can be taken to develop and improve services based on customer insight.
- Work with the business intelligence and data teams to bring together useful data to provide deeper levels of insight to support business development.

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Personal Competencies	Skills / Experience / Knowledge
<ul style="list-style-type: none"> - The ability to explain complex information in a way that is understandable to different types of people, and to think strategically to solve problems. - Proficient in managing stakeholders and communicating effectively. - Excellent attention to detail and time management skills. - Skilled in documenting and defining important processes and functions for a variety of audiences. - Strong interpersonal skills and the ability to identify the root cause of any problem, rather than just the symptoms. - The ability to translate technical concepts into language that is easily understood by the business. 	<ul style="list-style-type: none"> - Good Data Modelling experience. - Good SQL and/or PL/SQL experience. - Experience in Working with large data sets, including Identification and correction of inconsistencies. - SQL, with table design and creation as a minimum standard, with the ability to manipulate fields, insert, delete and move data - Knowledge of data quality management tools and MDMs. - Solid understanding of data quality, Data Lake, Integration and Master Data management concepts and tools (Snowflake, Semarchy, Informatica preferred).
General Responsibilities	
<ul style="list-style-type: none"> - To ensure compliance with MTVH's safety and safeguarding policies, procedures, and processes and foster a positive safety and safeguarding culture throughout the organisation. - Actively promote corporate values of Care, Dare, and Collaborate. Role model appropriate behaviours and act with professionalism and integrity. - Contribute actively to cross-team collaboration and provide backup for colleagues as needed. - To ensure the privacy of our customers, employees, and stakeholders' personal information and data, we will always comply with the Data Protection Policy. - To ensure compliance with MTVH's Health and Safety policies, procedures, and processes and promote safety for all. - To maintain high standards of conduct, always follow MTVH policies and champion diversity and equality. <p>This job profile outlines the primary responsibilities of the role and is not an exhaustive list of all duties and tasks required for the position. You may be asked to perform other reasonable tasks that are consistent with the level of responsibility by your manager. MTVH reserves the right to modify this job profile to reflect changes to the organisation or the services it provides.</p>	

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.

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