

## Job Profile

Job Title	Assistant Customer Insight Analyst
Reports to (job title)	Head of Customer Engagement
Job Reference No.	HOMEJD844

### The job in a **nutshell...**

Working in our Customer Insight Team, you'll be analysing customer feedback to make sure we're getting our services right. You'll manipulate and code the data so that we can use it to identify improvement and innovation.

### What **success** will look like...

Extracting and formatting customer details so that we can get surveys to our customers, all within GDPR restrictions.

Manipulating data into interesting and meaningful reports to use in the business.

Work across multiple software packages, including Power BI, Excel and online survey tools to manage survey sampling process.

Qualitative analysis techniques to code and interpret customer feedback.

Ensure we act upon customer feedback through our service recovery call backs by managing the process.

Liaising with customers and managing external stakeholders to facilitate the insight programme.

### You'll already have these **brilliant** skills, qualifications and knowledge...

A qualification in market research but if not, some experience and the willingness to attain a qualification will work.

Experience of using qualitative and quantitative research methods and ability to manipulate and interpret data.

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We use a lot of MS Office, especially Excel and Powerpoint so significant experience of those packages is a must.

You'll need to plan, prioritise and manage your own workload to meet some tight deadlines, so you'll need to be motivated and to work under your own initiative.

Attention to detail is crucial.

You need experience of working with people from a variety of backgrounds using a range of communication methods, as well as excellent written and verbal communication skills and strong numeracy skills.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experienced user of Power BI  
Advanced Excel skills  
Experience of using online survey tools

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No ☐

You'll manage people? No ☐

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ X      Regular ☐      Frequent ☐

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## Brilliant ★ People

At Home Group, every colleague lives and demonstrates our values and brilliant people behaviours as part of their role.



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That's when it hits home  
[www.homegroup.org.uk/careers](http://www.homegroup.org.uk/careers)