



Job Profile

Job Title	Customer Contact Analyst		
Reports to (job title)	Performance and Insights Lead		
Job Reference No.	HOMEJD1212	Date of issue:	January 2026

The job in a nutshell...

You'll help us deliver a brilliant end-to-end customer experience in our Customer Service Centre. You'll turn customer contact data into clear, meaningful insight that helps us understand performance and improve our service. By producing accessible reports and analysis, you'll empower colleagues to make informed decisions and continuously enhance the customer journey.

What success will look like...

You'll turn customer contact data into meaningful insights that help us understand how our Customer Service Centre and complaints operation are performing and where we can enhance the customer experience.

You'll develop and enhance reporting capability through well-defined data models, using Power BI and Excel to visualise clear, accurate information at every level of the business.

Your reporting and insights will tell a consistent story that aligns with central MI and CSC data models, helping colleagues and leaders make confident, well-informed decisions.

You'll embrace our data management strategy to create accurate, fit-for-purpose reporting solutions, taking ownership for continuous improvement, efficiencies and reinvestment opportunities.

By analysing a broad range of data, you'll draw clear conclusions about operational and customer experience performance, influencing how we deliver brilliant service to colleagues and customers.

You'll present data models and insights confidently at all levels, highlighting risks, hotspots and predicted trends that feed into CSC forecasting and operational planning.

You'll build strong, collaborative relationships with the CSC & Complaints Leadership Team, wider BMT and key stakeholders, using your influence and expertise to support operational decision-making.

You'll work in partnership with Information Systems, database developers and the information architect to ensure reporting solutions are robust, scalable and aligned across the business.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We have an eye for detail</p> <ul style="list-style-type: none"> • Pays attention to details • Uses performance information to drive improvements • Using and recording information accurately and timely 	<p>Strong analytical knowledge and relevant work experience</p>
<p>We know how the world works and our place in it</p> <ul style="list-style-type: none"> • Take ownership for understanding the external influences on Home Group and what our competitors are doing • Take responsibility for making sure your knowledge is up to date; read and listen to updates about our sector and internal communications • We work in partnership with our customers to shape future services, amplifying their voices 	<p>Experience using Microsoft Power BI and Office 365, preferably with experience in implementation in a large organisational environment</p>
<p>We are great influencers</p> <ul style="list-style-type: none"> • Be curious – listen to understand your audience's situation or style • Adapt your style to meet the needs of others • Understand our strategy and customers and able to articulate the benefits of change 	<p>Relevant experience in using and configuring contact centre software; Workforce Management, Contact Platforms and Speech and Text Analytics</p>

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

Experience of omni channel operations.

Technical knowledge/experience of contact management platforms and workforce management applications.

Experience within social housing, building maintenance and/or care and support sector.

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

OFFICIAL

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 to be the best you can be. This includes understanding and keeping up to date with all 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.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Budget value up to £ <input type="text"/>		
Manages People	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Direct reports circa <input type="text"/>		
Travel	Occasional <input checked="" type="checkbox"/>	Regular <input type="checkbox"/>	Frequent <input type="checkbox"/>	Driving essential <input type="checkbox"/>
DBS	None <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced with barring <input type="checkbox"/>

