

## JOB DESCRIPTION

**Job Title:** Research and Business Insight Lead

**Department:** Corporate

**Contract:** Permanent

**Hours:** 35 hours per week

**Grade:** 2

**Salary:** Starting salary £48,060

**Location:** RCN HQ Central London

**Job Purpose**:

The Business Insight Lead will help to inform our company’s short-term goals and long-term strategy, assisting in the development of measures, identification of trends and supply of evidence that underpin our business objectives.

The post holder will also play an instrumental role in the development and review of a set of success measures and targets, aligned with RCNi’ s strategic objectives.

The role will work with stakeholders across the business to prioritise insight needs and support key decision making.

### Main duties and responsibilities

The main purpose of this role is to build insight through research and analytics, to aid the RCNi in improving our reach and value to our subscribers and customers and supporting our leadership team with effective insights for decision making.

**1. Management Responsibilities**

* Line management of data analyst/s
* Prioritisation of projects to balance strategic and operational requirements to meet the needs of the business
* Coordinate the requirements of stakeholders and draft associated documentation for agreed work streams and projects.
* Support and guide senior executive decision-making processes with clear reporting and relevant evidence.

## Specific Role Duties

* Lead investigative work to support RCNi’ s strategy - determine business trends, competitor analysis, horizon scanning, and providing viable options and expert recommendations..
* Assess the performance of business-as-usual operations – determine key indicators, provide clear reporting and insight/trend analysis for context.
* Effectively communicate across the business, with staff, senior executives, stakeholders and external suppliers – gather requirements, manage expectations, present findings, reports, projections and recommended actions. Selects, adopts and adapts appropriate research and data collection methods, tools and techniques.
* Analyses the risk factors and possible opportunities to avoid and mitigate risks.
* Collaborates with stakeholders at all levels across the RCN Group, in the conduct of investigations for strategy studies and operational insight.
* Contributes to preparation of business cases, providing evidence to underpin the solution options.
* Works with stakeholders to analyse and translate insight needs detailed research plans and dashboards.
* Coordinates and liaises with external suppliers and consultants, as appropriate.
* Keep abreast with developments across the sector and the broader market to highlight innovation and trends for key decision makers.

Project Management and Operations

* Plan and monitor business insight projects
* Coordinate the collection of regular data analytics and reporting; provide dashboards and context for metrics
* Collate up-to-date performance data and narratives around performance trends for management and governance reporting
* Produce ad hoc briefings related to company performance and/or market trends and present them to colleagues at different levels of seniority as required.
* Undertake regular reviews and liaise with senior staff to agree any revisions or additions to the measures and their presentation on reports.

## 3. Promote

* Promote effective relationships with key stakeholders within RCNi and across the RCN Group
* Promotes excellence in practice and approaches

## 4. Equality & Diversity

* The RCN Group actively values diversity and implements equality of opportunity. All staff are required to adhere to behavioural standards that ensure that all employees can carry out their duties in an environment that promotes dignity, fairness and respect and is free from unlawful discrimination.
* To promote good equality practice and play a key role in ensuring equality of opportunity in the workplace.
* Observe all the relevant law relating to equality of opportunities.
* Encourage a working atmosphere where everyone is treated with dignity and respect.

## 5. Other

The key responsibilities are not exhaustive and highlight a number of major tasks relevant to the role. The post holder may be required to undertake additional duties as and when requested by management. This role will be subject to review on a regular basis in line with changing demands or circumstances.