**POST: Research and Business Insight Lead**

**DEPARTMENT: Corporate**

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| EDUCATIONAL REQUIREMENTS | **APPLICATION** | **INTERVIEW** |
| DesirableEducated to Degree level or equivalent relevant experience | ü |  |
| **PROFESSIONAL/TECHNICAL & OCCUPATIONAL TRAINING** | **APPLICATION** | **INTERVIEW** |
| Essential |  |  |
| Desirable |  |  |
| EXPERIENCE | **APPLICATION** | **INTERVIEW** |
| Essential* Experience having led research or insights portfolio either through project development work or in a business function.
* Understanding of research and business methodologies
* Managing end-end data projects, including gathering requirements, identifying measures for success, documenting procedures, and measuring solution benefits
* Working with stakeholders to understand and interpret requirements
* Evidence of investigating operational needs, problems, and opportunities, contributing to the recommendation and communication of improvements.
* Creating insightful reports to inform business strategy
* Effective line management
* Identifying prospects, innovation and conducting gap analyses
* Identifying market and operational trends through user insights in customer experience analysis
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| Desirable* Experience of working in an information environment
* Communication of evidence and recommendations at a senior level
* Developing a research strategy to underpin business objectives.
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| SKILLS & KNOWLEDGE | **APPLICATION** | **INTERVIEW** |
| Essential* Able to apply project management in a strategic setting
* Line management and resource management capabilities
* Excellent numerical, financial and analytical skills
* Excellent written and verbal communication skills including report writing
* Meticulous eye for detail in the production of written reports and numerical data
* Ability to prioritise and manage time effectively to meet deadlines
* Ability to work on own initiative as well as part of a team and across departmental boundaries
* Ability to examine and interpret information critically
* Expertise in MS Excel
* Ability to translate complex information scenarios into actionable insights for stakeholders to inform business priorities.
* Ability to liaise confidently with stakeholders when making decisions, ensuring that stakeholders are kept informed and consulted where appropriate
* Ability to creatively problem solve and make evidenced recommendations
* Ability to challenge and feedback constructively to managers
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| OTHER REQUIREMENTS | **APPLICATION** | **INTERVIEW** |
| EssentialKnowledge and understanding of equal opportunities and diversityAble to undertake travel and occasional overnight stays | üü | üü |