**POST: Research and Business Insight Lead**

**DEPARTMENT: Corporate**

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| EDUCATIONAL REQUIREMENTS | **APPLICATION** | **INTERVIEW** |
| Desirable Educated 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 | ü  ü  ü  ü  ü  ü  ü  ü  ü | ü  ü  ü  ü  ü  ü  ü  ü  ü |
| 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. | ü | ü |
| 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 | ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü | ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü  ü |
| OTHER REQUIREMENTS | **APPLICATION** | **INTERVIEW** |
| Essential Knowledge and understanding of equal opportunities and diversity  Able to undertake travel and occasional overnight stays | ü  ü | ü  ü |