Job Description

1. JOB DETAILS

Job Title: Customer Insights Officer

Location: Edinburgh, Bellshill, Inverness, Caithness, Irvine (hybrid)

Team/Directorate: People, Culture, Strategy and Performance Team

Responsible To: Insights, Performance & Projects Manager

Responsible For: N/A

2. JOB PURPOSE

The Customer Insights Officer will provide operational support to the Insights, Performance & Projects Manager. The role will have responsibility to implement a customer feedback framework and complaints policy that will ultimately lead to improvements in working practices and service delivery.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1

- Support the Insights, Performance & Projects Manager by implementing a customer feedback framework for Cairn, that ties in with organisational strategies.
- Undertake analysis of customer feedback data to identify trends and areas for improvement.
- Support and implement a Tenant Scrutiny Framework and related activity for tenants and service users. Continually promote a culture of positive tenant and customer engagement throughout the organisation.
- Lead on the promotion, recruitment, training and organisation of tenants and customers to join scrutiny group/s for Cairn, ensuring methods are accessible and groups are representative of our communities.

- Engage with scrutiny members to develop of a range of scrutiny activities with a purpose of assessing our compliance with the Scottish Social Housing Charter, improving organisational efficiency and Value for Money.

- Prepare scrutiny reports to demonstrate the work of the tenant representatives, outcomes and action plans. Liaise with other teams on issues emulating from scrutiny work, co-design solutions and tracking progress with action plans.

- Establish and maintain effective working relationships with internal teams, external agencies, community groups and partners to leverage resources and enhance engagement efforts and activities.

- Support and implement a complaints policy, ensuring complaints responded to within SPSO timescales, embed systems to learn from complaints engaging with other colleagues, analysis of complaints and identify trends and recommendations for improvements.

- Design and implement robust approach to collecting tenant satisfaction, in line with regulatory requirements and best practice, seeking tenant feedback on a range of services. Lead on the analysis of satisfaction results identifying trends, priority areas of improvement and collaborate with other teams to develop action and improvement plans.

- Prepare quality reports, engaging presentations and briefings as required for a range of stakeholders.

- Support Regulatory returns including the ARC return collating and submitting data.

- Support the collation of operational KPI performance packs

- Work closely with the Customer Insights Manager / Performance Research & Equalities Officer and cover roles and tasks if required to ensure business continuation, best practice and Business Improvement purposes.

- To undertake any other duties as reasonably required with the role.

3.2 Key Relationships – Internal & External

Customer Scrutiny Panel
Managers
Professional bodies
3rd Party Providers
Agencies

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Promote and safeguard the welfare of children and young persons for those which there is direct responsibility as well as any children that come into contact.
- Comply with safe working practices as defined by Cairn.
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and adhere to Cairn policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Cairn departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

3.5 Other

- Apply the Cairn values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Cairn internally and externally.

Customer Insights Officer

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	*N/A*	
Experience	Significant experience of providing statistical analysis preferable within customer insights Demonstrable experience in supporting with implementation of frameworks Significant experience with KPI reporting around customer complaints Demonstrable experience of working within a housing environment / working with tenancy polices	
Knowledge	Understanding of customer complaints and improvement frameworks Understanding of the sector Understanding of data protection and confidentiality Understanding of tenancies or policies around tenancies	

Skills	Developed communication skills, verbally and in writing Developed stakeholder engagement skills	
	Developed problem skills Developed interpersonal skills Developed IT skills, including Office 365 and CRM	

Personal attributes	Preparedness to undertake training and development, as required, particularly in relation to the introduction of new technologies. Have an active commitment to own and others professional development Stay up to date with relevant changes in legislation Demonstrates a commitment to equality, diversity, and inclusion, with the ability to initiate impactful policy and practice intervention Understanding and commitment to the company Vision and Values	
Additional requirements	Full driving licence with access to a car	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature: **Date:**

Managers Signature: **Date:**