



Role Profile

Position

Insight Analyst

Reporting to

Data and Insight Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, adaptable, and collaborative environment
- The opportunity to support Magna's future direction.
- Development of your skills and knowledge in a supportive team
- The chance to facilitate and deliver differences to our customers.
- Agile working based at home and travelling to Magna offices as required.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Exemplary commitment to customer experience
- Being an excellent team player
- An ability to understand the customers point of view and put together evidence-based insight.
- Great communication skills in a range of situations
- Being methodical and organised
- Making time for colleagues and customers

What you take care of

- Magna's customer feedback programme including:
- Transactional and perception satisfaction surveys; supporting the IBP to run the regulatory Tenant Satisfaction Measure survey.
- Designing new omni-channel customer and colleague surveys and consultation exercises
- Analysing and reporting back on customer opinion for regular satisfaction surveys, including those results used as performance measures, to inform customer journeys and service standards.
- Ensuring customer comments are passed to relevant colleagues for action.
- Qualitative customer research including setting up and facilitating focus groups, phone surveys and face to face customer interviews, commissioned by the business (a DBS check will be required)

What you need to be successful

- Experience of commissioning, undertaking, and analysing customer insight
- Understanding of equality and diversity legislation and GDPR in the context of market research and customer satisfaction monitoring
- Ability to use relevant software and hardware.
- Ability to work accurately and to meet deadlines.
- Data entry and analysis experience
- Experience of working in a frontline role in a housing organisation

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: V1/