

We're looking for a Insight Analyst

Looking to make an impact?

Our core mission at Moat is to eliminate housing need. Having an affordable decent home has always been fundamental to people's life chances, but the current crises has really brought that home. We are one of the top 30 housing associations in the UK with 20,000+ homes spread across South East of England in London, Kent, Essex and Sussex.

This means around 50,000 people live in our homes and to meet their needs we supply a wide range of services. The Insight Team's role is to help business leaders to understand their area of service and work with them to shape how it runs in the future. Recent projects include research to inform our older people strategy as well as work to improve our complaints handling process. We are currently working with senior leaders on implementing the Government's Social Housing White Paper requirements.

What does an Insight Analyst at Moat do?

You will engage with internal leaders to plan and carry out analysis projects, analyse customer feedback as well as developing our feedback mechanisms (including our SMS based Real-Time Customer Feedback system). You will analyse and report on data held in central systems, including our CRM system (MS Dynamics), housing management system and our data warehouse. On occasion, you will carry out primary research with customers and stakeholders.

Salary range

Up to £36,000 p/a (dependent on experience)

Location

Crossways Business Park, Dartford

Hours of work

35 hours per week

Annual leave entitlement

26 days per annum plus bank holidays, plus half day birthday leave.

In return for your hard work, we will reward you with:

- A competitive salary, pension scheme and the option of flexible working to give you a great work life balance
- We offer a generous annual leave entitlement with the flexibility to buy and sell more
- Further education sponsorship and leadership programmes
- Enhanced maternity/paternity/adoption leave
- Cycle-to-work scheme
- An employee assistance programme, and many more!

Who are we looking for?

Someone who likes data led story telling. We are living in a data rich but information poor world. Our challenge in the Insight team is to explore Moat's data, whether that is system/process data or feedback from customers, to stitch together compelling narratives that help front line senior leaders make transformational change.

- You should have experience in business data analysis with a relevant degree and/or professional equivalent
- Survey research (Market or Social) experience is a plus. Solid numeracy, IT and literacy skills are also essential
- The ideal candidate can also communicate complex information to senior and/or non-technical audiences, both verbally and in writing
- Experience in the housing sector is not essential, though is a benefit.

If successful, you will join the Insight Team, alongside another Insight Analyst. Though small, the team is a central part of the business, using research to improve service quality, product offers and the social impact of business.

Sound like you? If so, we want to hear from you!

Please submit your application, highlighting your skills and experience, before the closing date listed below:

Closing Date: Sunday 17 January 2021

During the COVID-19 pandemic, we are following Government guidelines and supporting our staff by adapting our processes in line with changes. All of our staff are working from home on a full time basis; your interview and induction for this role would be completed virtually. When we are in a position to return to our offices, you'll be based from our central office at Crossways Business Park in Dartford, with free parking.