

## Job Description/Person Specification



office of the  
independent  
adjudicator

### Job Description:

<b>Job Title:</b>	<b>Insight Manager</b>
Reports to:	Head of Outreach & Insight
Department/Location:	Outreach & Insight

#### **Summary of position Impact and Autonomy:**

The Insight Manager is responsible for transforming a wide range of data and information about our casework and about the sector we work within, into insights and learning. We use this insight internally to continuously improve our casework, and share it externally with a variety of stakeholders. The postholder investigates, analyses, synthesises, and summarises qualitative and quantitative information from within our casework and from sources outside the OIA to develop themes and insights. They use their knowledge and understanding of the OIA's role to explain not just what the data tells us, but to present hypotheses about why it is what it is, and to predict what may happen next.

The Insight Manager uses this information to create content that can be used within the organisation and adapted for our external communications and engagement. The Insight Manager provides some oral briefings to colleagues, but most of their work requires written communication. They excel in providing clear summaries of complex information, making appropriate use of different formats and images to communicate insights clearly, and working with communications colleagues to adapt and tailor this to different audiences.

The role requires a highly collaborative approach, as it maintains a continuous link between casework, outreach and insight, public policy, senior leadership, and communications functions. The Insight Manager ensures the OIA is able to respond quickly to requests for information about our work, and provides colleagues with insights that accurately describe our experience of student complaints. They understand the Higher Education (HE) sector and how the OIA positions itself in it.

The Insight Manager can identify connections and links between different areas of work and support the OIA in acting in a cohesive and aligned manner. The role also supports our governance including some preparation of Board materials.

The Insight Manager is an individual who can work independently to ensure proactive preparation of content with meaning and impact. They work closely with the Head of Team to identify areas of focus. The Insight Manager must also react to shifts in demands for insight in response to wider sector developments.

The Insight Manager reports to the Head of Outreach and Insight and works closely with all colleagues in the Outreach and Insight team, recognising the interdependency between outreach and insight. The Insight Manager also line manages the Casework Intelligence & Insight Officer, providing direction about the interrogation of our data and further developing their skills and knowledge.

**Main Responsibilities:**

- Investigate, identify, analyse, and explain trends, themes, patterns and emerging issues in our casework, working with case-handling colleagues to understand what our casework tells us that we and our stakeholders may need to know.
- Monitor casework to identify cases of potential interest to our partner stakeholders in the regulatory frameworks (e.g. OfS, CTER and PSRBs)
- Draw together information from other sources, particularly our engagements with stakeholders, to add context and depth to our casework insight.
- Consider what these insights mean for the OIA and how they might impact our strategy and positioning. In collaboration with senior colleagues, develop positioning statements and communication content as well as identifying areas for further investigation/ generation of data and insight.
- Support our response to emerging and novel challenges in the sector, proactively considering what guidance and information we may want to issue and ensuring it is consistent with current policy and our position.
- Work with colleagues in other data integrity, analysis and records management roles to establish and embed systems that result in proportionate, accurate data capture at the time and in the place that is most useful for developing and sharing insights.
- Develop and maintain mechanisms so that colleagues can access insights on “routine” casework themes as and when they need this information.
- Consider what these changes mean for the OIA and how they might impact our strategy and positioning. In collaboration with senior colleagues, develop key policy lines, positioning statements and communication content.
- Propose and support communications for both internal and external stakeholders, including for our Annual Report. This includes creating case summaries and casework briefs at regular intervals to provide our stakeholders with a broad view of the cases we are considering, and clear good practice messaging.
- Working with relevant senior colleagues, draft a range of Board materials and collaborate with colleagues to finalise these to tight timescales.
- Support responses to sector consultations and other external requests for insight and collate internal input and information as needed.
- Work with the Casework Intelligence & Insight Officer to agree their priorities for data reporting, data analysis and continuous development of existing reports and information sources.
- Provide effective line management of the Casework Intelligence & Insight Officer, supporting their continued development in casework analysis. Motivate them to achieve their full potential and conduct regular one-to-ones and performance appraisals.
- Support other strategic and operational initiatives as required – this may include opportunities to represent the OIA at external events.
- Be an active member of the Outreach & Insight team, providing team management cover in the absence of the Head of Team

It is likely that this role will evolve over time and the postholder is expected to be flexible in taking on new responsibilities of a similar nature and level as the need arises.

**Organisational Values:**

The post holder shares our values of integrity and independence, quality, openness and accessibility, service ethos, engagement, and equality and diversity. These underpin their work and responsibilities.

Hours of work:	35 hours (Full Time) (28+hours considered as a part time role)
Salary Range:	<b>Grade 6</b>

**Person Specification:**

	<b>Essential</b>	<b>Helpful to have, but not essential</b>
<b>Knowledge, Training, Experience</b>	<ul style="list-style-type: none"> <li>• Understanding of the OIA's role and the range of our remit</li> <li>• Knowledge of the HE sector and of the political environment as it relates to tertiary education in the UK.</li> <li>• Experience of using data to identify trends, themes, patterns and exceptions.</li> <li>• Experience of explaining complex information simply, in writing.</li> </ul>	<ul style="list-style-type: none"> <li>• Broad knowledge of OIA casework and our approach.</li> <li>• Knowledge of the OIA's Good Practice Framework.</li> <li>• A relevant degree or equivalent experience of similar work.</li> <li>• Experience of working with colleagues to explore hypotheses and analysis.</li> <li>• Experience of creating a variety of communication pieces, for both internal and external audiences.</li> <li>• Awareness of complaints handling processes and/or Ombudsman schemes.</li> </ul>
<b>Skills, Qualities, Attitude</b>	<ul style="list-style-type: none"> <li>• Great people skills, able to provide direction to others, taking a coaching and developmental approach</li> <li>• Excellent interpersonal skills and communicates with sensitivity and tact with colleagues at all levels of the organisation.</li> <li>• Driven by curiosity to learn and a desire to share that learning with others</li> <li>• Enthusiasm for using data to drive insight and promote cross-organisational understanding of learning from our casework</li> <li>• Strong analytical skills of both numerical and verbal data.</li> <li>• Able to assimilate and interpret information from a wide variety of sources</li> <li>• Able to consider what data shows and what may be missing from the picture</li> <li>• Able to create meaning for the OIA and our stakeholders, understanding the bigger picture</li> <li>• Able to write in a way that is clear, simple, precise, nuanced and engaging</li> <li>• Outstanding level of attention to detail and accuracy.</li> <li>• Self-starter – flexible and proactive, able to work autonomously.</li> <li>• Excellent time management and organisational and prioritisation skills – able to work to deadlines</li> <li>• Committed to a culture of improvement through collaboration.</li> <li>• High degree of confidentiality, discretion and integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Curious to develop knowledge of software that will help in creating insights and managing data</li> <li>• Willingness and flexibility to handle a variety of tasks and responsibilities to meet arising needs</li> </ul>

<b>IT/Product Knowledge</b>	<ul style="list-style-type: none"> <li>• Experienced user of Dynamics and Excel</li> <li>• Competent user of standard Microsoft packages (e.g. Microsoft Word, PowerPoint, and Outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of PowerBI beneficial</li> <li>• Good knowledge of SharePoint</li> <li>• Experience in any other software for data analysis may be beneficial</li> </ul>
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**Prepared by**

Name:	Jo Nuckley, Head of Outreach & Insight (with input from Head of HR)	Date:	March/April 2024
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