

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

Head of Customer Insight

Our leaders

As a leader at the Fund, whatever your specialism, you will be accountable for and lead a team and/or area of work, playing a pivotal role in delivering our most complex work to deliver our strategic objectives.

You will drive a high-performance culture, and your ability to coach, inspire and empower people will be second to none. You will encourage and engage, nurturing team development and people's career paths. Your project management skills and your ability to critically analyse information will be equally strong, along with your ability to build and nurture relationships with stakeholders and understand their needs. You will be creative and innovative in your approach and encourage others to work in this way. By drawing on previous learning and experience inside and outside the Fund you will enable continuous improvement and better ways of working. You will be politically astute, and have the ability to understand and interpret the external & internal environments, local context, and the impact on our business activities.

Your role

In this particular role, you will work support the Senior Head of Evaluation to deliver the vision of this team. You will bring your experience and insight to help shape and develop the funds approach to research and customer insight, helping teams across the Fund to put research evidence at the heart of their plans and decision making.

As a senior manager you will develop and support a small, high performing, expert function that demonstrates excellent communication and strong behaviours, maintaining and developing talent and ensuring resources are allocated to achieve priority objectives.

You will lead a small team to provide expert guidance across the Fund on research and customer insight. You will bring your expertise to design, commission and manage research contracts, testing new approaches and ways of working. You will have oversight of a range of insight sources across the organisation and coordinate these appropriately to answer insight objectives. You will work in partnership with many other teams across the Fund - acting in consultancy for internal stakeholders to understand and interpret their research and insight needs, and support them to design research in a way that delivers their objectives and provides high quality, useful and actionable insight. You will lead on relationships with external suppliers and develop a wide network in the sector influencing stakeholders at all levels. You will promote research practice that is ethical, proportionate, and appropriate.

You'll lead a team of two research/customer insight managers and have an annual budget of approximately £100k. Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Your experience

As a Leader, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas:

- Expertise in social and market research methods and analysis
- Excellent knowledge and application of designing appropriate research approaches across the spectrum of qualitative and quantitative methods
- Experience of conducting research in the voluntary/ community sector
- Experience of strategic and business planning, and management of substantial resources.
- Demonstrated consultancy experience and ability to work with a wide range of senior stakeholders Experience identifying research and insight needs of stakeholders and developing high quality research briefs
- Excellent ability in translating research findings in to recommended actions - and to discuss/ negotiate these with stakeholders to enable evidence informed decision making.
- Excellent relationship management - ability to facilitate/negotiate in complex situations, where substantial contractual financial resources are at stake.
- Excellent ability in reporting highly credible conclusions substantiated by evidence and dissemination approaches that ensure findings can be used to inform future strategic and operational decisions at all levels of the organisation.
- Excellent communicator able to engage, influence and work with colleagues at all levels, both internally and with external experts with significant technical expertise.
- Experience of leadership in highly complex contexts
- High levels of autonomy and integrity

You will be able to

LEADERSHIP & MANAGEMENT

- Enable people to connect the Fund's strategy to the local context to support high levels of performance and delivery
- Lead confidently using an adaptive leadership style that embodies the Fund's vision and principles
- Recognise and enable people's strengths and talents, adopting a tailored approach to the development of individuals
- Create a culture and environment that encourages high levels of engagement and empowers others to lead

BUILDING GREAT RELATIONSHIPS

- Act as an ambassador and collaborator across the Fund and with customers and external stakeholders
- Communicate intuitively, able to engage with and influence a diverse range of audiences
- Use skilful questioning and listening to gain customer and stakeholder insight that informs decision making

PERSONAL RESPONSIBILITY

- Demonstrate self-awareness, emotional intelligence and a willingness to learn and adapt
- Be resilient, confident, cope with changing demands and support others to do this
- Be proactive, willingly accountable and engaged for delivery across a business area and the Fund

DELIVERY

- Generously share learning, insight, skills, and resource across the organisation
- Be digitally enabled and data driven
- Use critical thinking to gather, assess, and utilise information, insight and intelligence that informs decision making
- Horizon scan, using excellent judgement to manage strategic and emerging risks
- Ensure appropriate levels of governance are applied across all of our work

Our mindset

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

Your job family is	Operational Delivery	Your directorate is	Funding Strategy
Your mode of working is	Office based	Your role template is	Leader