

Complaints Service Data Officer

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What's it all about

NHG recognises the importance of data-driven insights to manage and improve our complaints service. The Complaints Service Data Officer role is a purely analytical position offering an exciting opportunity for a candidate with strong data skills, performance reporting expertise, and experience in trend analysis. Your work will focus on performance managing the complaints service and its people through data insights, while providing key themes, trend analysis, and data to support the Service. This role will drive NHG towards data-led decision making in our approach to complaint handling and service improvement.

How you'll make a difference

You will provide data-driven insights and analytical expertise to support the performance management of the complaints service, ensuring service standards are met and the team operates effectively. By producing high-quality performance reports, dashboards, and trend analysis, you will enable effective management of the service and its people, while providing the analytical foundation for root cause analysis work. Your data insights will have a direct impact on service quality and continuous improvement.

How you'll do it

- Assist in monitoring and reporting on individual and team performance against complaints handling targets, response times, and quality standards, providing data-driven insights to support performance conversations and management decisions.
- Produce regular performance reports on all aspects of complaints handling, including KPIs on response times,

complaint volumes, outcomes, compensation awarded, and service quality metrics.

- Conduct thematic analysis of complaints data to identify recurring issues, emerging patterns, and trends across different service areas, complaint types, and time periods.
- Provide comprehensive data packages, including trend analysis, thematic breakdowns, and data insights that support root cause analysis investigations.
- Work collaboratively with management to ensure data is presented in formats that best support their analysis work and service improvement recommendations.
- Provide analytical support for Housing Ombudsman investigations and regulatory returns, ensuring accurate data and comprehensive performance information is provided.
- Support the Head of Complaints and Service Recovery with Board and Executive level reporting on complaints performance, service effectiveness, and team productivity.
- Manage the complaints data quality framework, ensuring accurate recording, categorisation, and reporting of complaints data in line with the Housing Ombudsman Complaint Handling Code.
- Provide technical and subject matter expertise on complaints data sources, write and interpret SQL reports that deliver intelligence to the Complaints team and senior management.
- Work with IT to maintain accurate data sources, improve complaints recording systems, and ensure data integrity across all complaints platforms.
- Identify opportunities to automate reporting processes, improve data collection methods, and enhance the efficiency and accuracy of performance information.

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- Produce ad-hoc reports and data analysis as required to support management decisions, service improvement initiatives, and respond to specific analytical requests.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least two days a week in an office. On other days, working from home may be possible, depending on the work needed and the interaction required.

• All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Inclusive
- Progressive
- Dependable
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **/staff** level (delete as necessary).

Essential knowledge, experience and skills including qualifications and professional membership

- Significant experience in a performance analysis, data analysis, or business intelligence role, with demonstrable

- experience of producing management information and performance reports.
- Experience of supporting performance management processes through data insights, reporting, and dashboard development.
- Advanced Microsoft Excel skills for data manipulation, analysis, pivot tables, and complex formulas.
- Experience of working collaboratively with stakeholders at all levels, translating complex data into clear, actionable insights for non-technical audiences.
- Excellent attention to detail with proven ability to ensure data accuracy, quality, and integrity in all reporting outputs.
- Understanding of data governance principles and data quality management practices.
- Ability to work independently, manage own workload, prioritise multiple demands, and deliver to tight deadlines in a fast-paced environment.
- Knowledge of regulatory requirements and standards relevant to complaint management is desirable
- **Intermediate** IT and systems skills including Microsoft office
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS).