

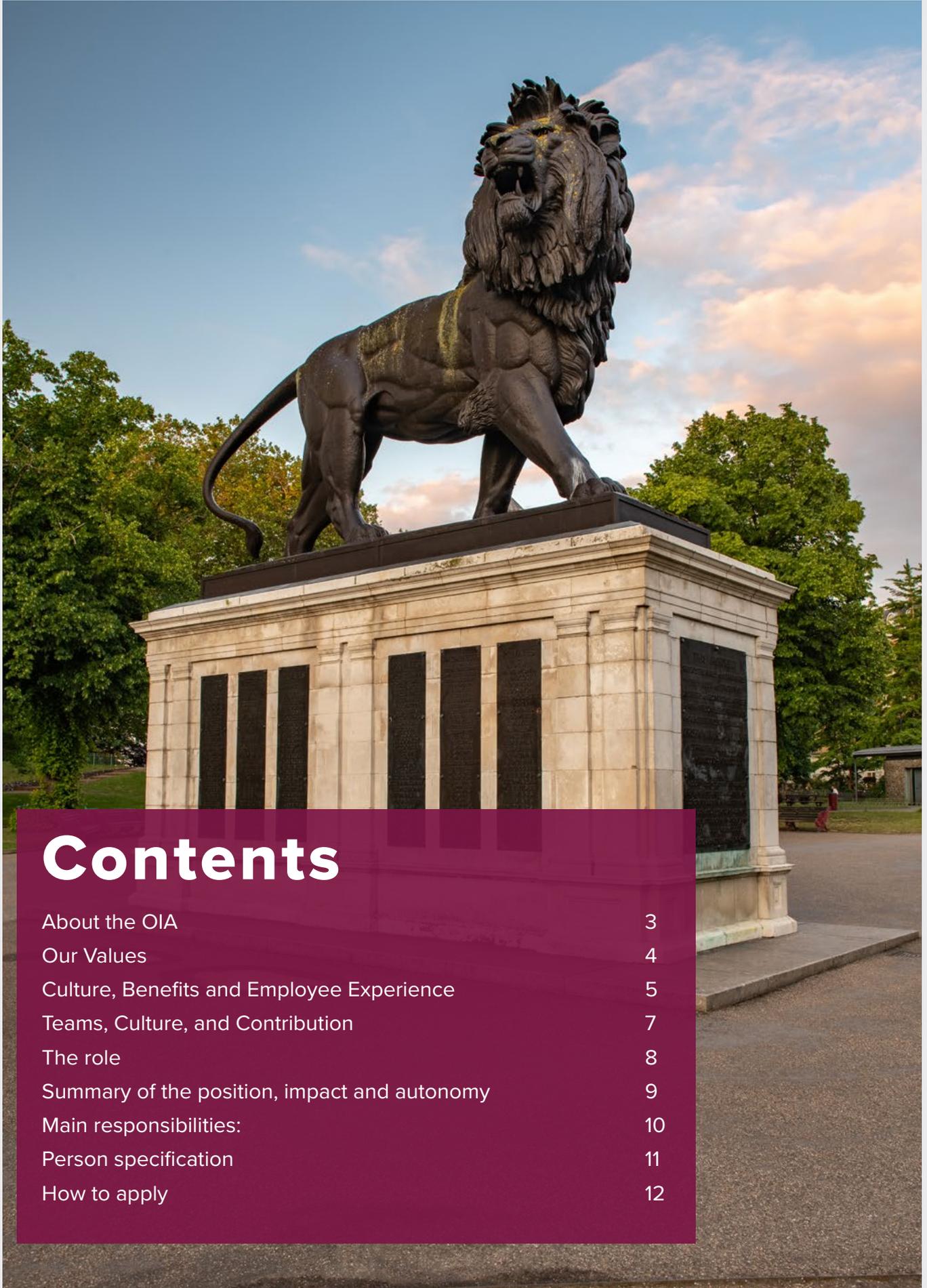


office of the
independent
adjudicator

INSIGHT ANALYST

Outreach and Insight Team | Office of the Independent Adjudicator

CANDIDATE PACK | MARCH 2026
oiahe.org.uk



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About the OIA

The vision of the OIA

The OIA's vision is simple but powerful: higher education students are always treated fairly. We pursue this through resolving individual complaints, sharing learning from those complaints to improve policies and practices, and working with providers, sector bodies, and governments to ensure a higher education system that is just and accountable.

How the scheme operates

The OIA runs the independent student complaints scheme for higher education in England and Wales. When a student has gone through their university or college's internal complaints or appeals process and remains dissatisfied, they can bring their case to us. We review the complaint impartially, considering the evidence from both the student and the provider, and decide whether the provider acted fairly and followed its own procedures. Our approach is independent, impartial, and proportionate: we do not re-hear the case, but we look carefully at whether the provider applied fair processes and reached a reasonable outcome. Where we find that things have gone wrong, we can make recommendations to put things right for the individual student, and we share learning more widely to help improve practice across the sector.

Our History and Organisational Structure

Established following legislative reforms in the early 2000s, we were designated under the Higher Education Act to run the independent student complaints scheme in England and Wales.

Today, we are a charity and company limited by guarantee, governed by an independent Board, with oversight, clear governance arrangements, and strategies that reflect the changing landscape of higher education.



Our Values

Our values inform everything we do. We recruit people who share our values and are committed to our vision, and we reflect our values in our work.

Our values are:



Integrity and independence

We act impartially, fairly, and on merit.



Service ethos

Treating everyone with respect, sensitivity and responsiveness



Quality

We aim for timely, proportionate, and fair handling of complaints, with continuous learning and improvement.



Engagement

We engage with students, providers, and stakeholders to share knowledge and improve the sector



Openness and accessibility

We are transparent and accessible in our communications and actions.



Equality and diversity

Both a commitment in our work with the sector and as an employer. Kindness and human-centred approaches are increasingly part of how we do things.

Culture, Benefits and Employee Experience

Work Environment and Culture

As a charity, our purpose goes beyond profit, we are driven by values of fairness, independence, and service to the public good. This ethos shapes our work environment and culture: collaborative, respectful, and mission-focused. We are a supportive community where colleagues are trusted to deliver, encouraged to share ideas, and recognised for their contributions.

Our charitable status reinforces a culture of accountability and integrity, and gives staff the satisfaction of knowing that their work directly benefits students and strengthens confidence in higher education.

We are based in Reading and operate on the basis that hybrid working offers many benefits. We believe that colleagues collaborate well in person, as well as being able to manage their time through remote or home working.



“Friendly, supportive team environment where views are valued and people are trusted.”

“Each day is different: case-handling brings new challenges; we also review processes and seek to improve how we serve students.”

“Flexible working arrangements and a hybrid model to suit varying roles and personal circumstances.”

Location and Office

- Central Reading location with good transport links.
- Modern facilities and commitment to wellbeing.
- Career Opportunities and Growth Paths
- Roles are available across case handling, outreach, organisational support (e.g. HR, IT, Operations) and more.
- Opportunities for progression through specialist and leadership tracks as the organisation grows and develops.
- We believe in internal development: many senior-roles are filled by promotion; mentoring and training are emphasised.



Learning & Development

- Structured learning programmes and mentoring to help you build both technical and soft skills.
- Regular feedback and performance reviews to guide career development.
- Access to external training, conferences, and sector events to stay up-to-date with sector trends and best practice.



Diversity & Inclusion

- We strive for a workforce that reflects the diversity of those we serve.
- Our policies aim to remove barriers, whether in recruiting, supporting, or promoting staff.
- Commitment to kindness, human-centred approaches, fairness and compassion at every stage.



Benefits

- Generous holiday allowance.
- USS Pension scheme.
- Employee assistance scheme to support staff wellbeing.
- Flexible working / hybrid-working opportunities.
- Health and Wellbeing Benefits, including discount schemes.

Teams, Culture, and Contribution

Here's a snapshot of teams within OIA, and how they each contribute to our mission:

Senior Leadership (Independent Adjudicator & Chief Executive)

Sets strategy, upholds independence, quality and fairness, and ensures the whole organisation is aligned to our purpose.

Assessment & Resolution (incl. Casework Support)

Receives and assesses complaints, gathers information, and drives early, proportionate resolution wherever possible. Casework support ensures smooth, timely case progression. This is the frontline of our service and a key driver of accessibility and efficiency.

Leadership & Governance

Provides governance, Board and leadership office support, risk and compliance coordination, and communications, so decisions are well-governed, transparent and aligned to our values.

Outreach & Insight

Shares learning from complaints, produces guidance and case studies, and engages with students and providers through events and training, turning case experience into sector improvement.

Public Policy

Leads on external policy engagement and stakeholder relationships, helping ensure our learning informs national discussion and that our scheme remains understood and trusted.

Adjudication

Carries out independent, evidence-based reviews and issues outcomes with clear reasons. This team safeguards consistency, fairness and the credibility of our decisions.

People & Culture

Recruitment, development, wellbeing and inclusion. Builds the capability and culture to deliver complex, sensitive work to high standards.

Digital Technology & Operational Services

Keeps our case management and core systems secure and reliable, supports data and reporting, finance, office administration, and facilities that keep everything running behind the scenes and support value for money, so colleagues have the tools to work efficiently and safely.

The role

Job title:

Insight Analyst

Reports to:

Insight Manager

Department:

Outreach and Insight Team

Location:

Hybrid / Reading - a minimum of one day a week in the office.
More office attendance will be needed during probation period

Hours of work:

Full-time or Part-time (about 28 hours per week)

Salary range:

Starting salary of £40,583

(Salary progression based on performance within Grade 4 £40,583 - £46,669)

About the team

The Outreach and Insight team plays a key role in identifying emerging issues and trends in what matters most to students. We transform a wide range of data and information about our casework and the sector, into insights and learning. We also play a central role in using this learning to develop and deliver specific and targeted outreach to providers, student representative bodies (SRBs) and students.

Part of our role includes engaging with providers to give general guidance about our Scheme and good practice principles. We engage in several ways - developing and running webinars, workshops and discussion groups, as well as having regular conversations directly with individual providers and SRBs to provide general guidance on wider, non-casework specific issues and signposting.

But we also listen closely to students, providers and SRBs about new issues in the sector. We use the insights from our data, external interactions and casework reflections to learn from complaints. This helps us develop and share good practice in handling complaints and appeals across the sector and improve the student experience. We continually reflect on emerging themes to keep our outreach offering timely, evidence-based and relevant to those who need us.

Summary of the position, impact and autonomy

The Outreach and Insight Team takes a lead in developing and delivering outreach to providers, student representative bodies (SRBs) and students, to explain who we are and what we do. The team liaises with providers and SRBs both collectively and on an individual basis, as well as via sector groups and other sector agencies. Working with policy and communications colleagues, the team is responsible for ensuring that learning from casework and good practice messages are shared widely outside the OIA. The team also ensures that knowledge gathered during our engagement with stakeholders, is shared within the OIA and particularly with case-handling teams.

The Outreach and Insight team is a small team, consisting of a number of defined professional job roles. All team members provide support to colleagues to deliver the work of the team, as necessary.

The Insight Analyst is responsible for conducting data and information gathering and analysis on a wide variety of topics related to the OIA's work. This role will be tasked with the creation and updating of Power BI reporting, dashboards and other data visualisation for internal use.

This important role involves collecting and analysing information from inside and outside the OIA with the purpose of generating insight to ensure that our overall outreach, engagement and communication strategies are evidence-based. The role provides colleagues across the organisation with the information they need to engage with stakeholders, on a wide variety of issues. As such it is a highly collaborative role, working across the organisation to understand what colleagues need to know. Once the need for analysis of particular information is established, the Insight Analyst works to deliver this in an appropriate and comprehensible format. The role has responsibility for ensuring a very high level of accuracy and clarity, ensuring that colleagues can rely upon what is presented.

Main responsibilities:

- Act as a trusted source of information and for colleagues across the organisation, by providing accurate and reliable information about what internal and external data sources can tell us about topics of interest in response to requests.
- Communicate clearly and confidently to understand the analysis and insight needs of colleagues, and consider how best to support them by asking questions and exploring the purpose of requests.
- Provide information and analysis in formats that meet the requirements of the end users:
 - Use appropriate programmes, document formats and in person communication to deliver information clearly, both visually and verbally
 - Understand when colleagues only need an answer, and when they need to understand how the answer was arrived at
 - Highlight areas where data may be incomplete or partial, and propose solutions for alternative approaches where possible
 - Clarify and meet deadlines.
- Provide information and analysis on both a regular/routine basis, and on an ad hoc basis.
- Collaborate with the Systems & Data Developer, the Membership & Data Integrity Coordinator, and the Casework Intelligence and Insights Officer to avoid duplication of effort and ensure that colleagues are directed to the person best able to help them with data requests.
- Collaborate with Insight colleagues and support the Insight manager to identify areas for exploration and research to develop insights relevant to the work of the OIA including:
 - Prioritise areas for exploration, taking into account organisational and team priorities
 - Remain focused on tangible outputs from exploration of data
 - Consider areas for further development of our data and insight capabilities.
- Contribute towards the creation of the OIA's Annual Statements, Annual Report, website, OIA presentations and other OIA publications through the production of robust and reliable datasets.
- As appropriate, attend casework meetings and knowledge boosters to develop and maintain a thorough understanding of the OIA's role and approach to key casework issues.
- Contribute to effective management of the OIA's core asset, specialist knowledge, by following internal guidance on good practice in knowledge management.

Person specification

	Essential	Helpful to have but not essential
Knowledge, training, experience	<ul style="list-style-type: none"> • Experience of conducting analysis of qualitative and quantitative data in an employment setting or in education • Experience in drawing and presenting conclusions from multiple data sources, and from partial or unreliable data • Understanding of Equality, Diversity and Inclusion issues, particularly in carrying out analysis about customers' personal characteristics 	<ul style="list-style-type: none"> • Understanding of the role of an ombuds and/or the Higher Education Sector in England and Wales • Understanding of core principles of protecting personal data when undertaking research and analysis, under current data protection legislation
Skills, qualities and attitude	<ul style="list-style-type: none"> • Curiosity – to ask not just “how many?” or “what kind?” but also “why is that?” • Ability to think about information in creative and novel ways • Strong analytical and research skills • High level of accuracy and attention to detail • Strong numeracy skills and the ability to explain numerical data to less numerate people • Willing to put forward hypothetical explanations for trends and patterns within the data • Strong ability to work collaboratively and diplomatically across teams with colleagues at different levels • Outstanding time management skills with the ability to work to deadlines • Enthusiastic and motivated • Resilient and able to balance a varied workload • Able to work autonomously once given direction • High degree of integrity and confidentiality • Good written and oral communication skills 	<ul style="list-style-type: none"> • Understanding of good knowledge management practices. • Ability and willingness to learn new systems and processes.
Technical knowledge	<ul style="list-style-type: none"> • Microsoft 365 Suite including Excel (at expert level), Dynamics, Power BI (experience in using and creating dashboards), Word, Outlook, PowerPoint 	<ul style="list-style-type: none"> • SharePoint

How to apply

Application

To apply please visit our [website](#) and submit your application online.

At the OIA, we use Applied for our recruitment. Applied aims to overcome unconscious bias in recruiting. Instead of using your CV alone, we'll be asking you to answer questions to test skills needed for the role. The responses are then anonymised, and reviewed in a random order by members of our team.

Advert closing date

The closing date for applications is by Monday **30 March 2026 at 10am**

Contact us

If you would like to discuss the role in more detail before applying, please contact recruitment@oiahe.org.uk.

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments to support disabled applicants and ensure that you are not disadvantaged in the recruitment and assessment process, and to ensuring that reasonable adjustments can be made for you in the role if your application is successful.

If you need any adjustments to the process because of a health condition or disability please contact the [recruitment team](#).



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