



Head of Portsmouth Homes (Insight, Data & Engagement)

Salary: Band 14 - £70,450 - £77,401 p.a.

Hours per week: 37 Monday - Friday (some out of hours working may be required)

Location: Portsmouth Civic Offices and across 3 area housing offices in Portsmouth and Havant

Contract type: Permanent

The Service:

Portsmouth Homes is committed to making the best use of the data and insight available about our residents and their homes. By bringing information together, strengthening its quality and using it consistently, we can better understand residents' needs and experiences, identify opportunities for improvement and make well-informed decisions about how services are designed and delivered. This will help us continue to improve services and achieve better outcomes for our residents.

What is the role?

We are looking for a strategic and collaborative Head of Data, Insight and Engagement to lead this approach across Portsmouth Homes, including leading the complaints team and ensuring the delivery of an effective, resident-focused complaints service. The role will ensure that reliable data, meaningful insight, resident feedback and learning from complaints are connected and translated into practical action. We want to continue working closely with our engaged residents so that their experience and ideas help shape our services, while also widening opportunities for involvement so that more residents—and a broader range of resident voices—can influence service design and improvement. It is a pivotal leadership opportunity to shape safe, modern and resident-centred services, demonstrate transparent and evidence-based decision-making, and meet the expectations of the Regulator of Social Housing.

As our Head of Data, Insight and Engagement, you will:

- Lead core business functions including data governance, insight and performance analysis, resident engagement, complaints, policy, and quality assurance.
- Ensure the accuracy, reliability and transparency of data used for decision-making and all regulatory reporting, including Tenant Satisfaction Measures (TSMs).
- Oversee data verification and validation processes to meet the expectations of the Regulator of Social Housing and the Housing Ombudsman's Complaint Handling Code.
- Lead organisational approaches to understanding resident experience, embedding resident voice and ensuring feedback drives service improvement.
- Provide expert advice to senior leaders and Members, informing strategic priorities, risk management and investment decisions.
- Develop accessible reporting and dashboards that support operational and strategic decision-making.



- Drive cultural change around data literacy, learning from complaints and resident-led improvement.
- Lead and develop multidisciplinary teams, building a high-performing, inclusive and supportive service.
- Support major organisational change programmes, ensuring staff and residents are informed and supported throughout.

Who is the person?

You will be an influential, confident and values-led leader with:

- Significant experience in data governance, data quality, analysis and performance reporting within a regulated environment.
- Strong knowledge of the RSH consumer standards, including Transparency, Influence and Accountability.
- Experience managing corporate systems such as CRMs, housing management systems, data warehouses or analytical tools.
- Strategic experience in complaints handling, including applying the Housing Ombudsman's Code.
- Experience leading resident engagement programmes and strengthening resident influence over service design.
- Ability to interpret complex information and communicate clearly to diverse audiences.
- A track record of leading teams, supporting staff development and delivering cultural and organisational change.
- Experience using system thinking, improvement methodologies and evidence-based approaches to redesign services.
- Strong partnership skills and the ability to work across services, corporate functions and external partners.
- Emotional intelligence, resilience and the confidence to challenge and innovate.
- Relevant professional qualifications (e.g. CIH Level 4/5 or equivalent) are desirable, and a commitment to ongoing CPD is essential.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).