

Data Collection & Research Intern (Find a Solution 2024)

This internship is part of the Find a Solution programme which brings together current students and local Third Sector organisations to tackle issues of strategic importance through projects that will have a lasting impact.

The role will be for a total of 160 hours, to be worked flexibly between June and August (to be discussed with successful candidate). This role is open to UG students 3rd year and above, including PG students, from all Colleges.

Every two years Partick Housing Association (PHA) commissions an independent customer satisfaction survey. The results of which, inform our policies, customer charter, communications & engagement strategy. Our most recent results were good but highlighted a couple of areas for improvement. One of which was repair handling and the processes associated with this service including customer service, completion rates, evaluation, and inspections. In terms of repairs PHA do perform well above the Scottish average. Although, the Repairs Department within any Registered Social Landlord (RSL) is a key frontline function and often the one in need of most support.

With this in mind, we plan to conduct a robust research, data collection and evaluation project looking at our repairs function in the round. To evaluate what we do currently and aim to deliver a set of recommendations on how we can, not only improve our service to tenants but also alleviate some of the pressure on our Repairs Team.

To gain a truly objective view of our repairs service we hope to gather data and feedback from a number of sources, these include:

- Customer Satisfaction Results
- Peer Group Benchmarking data
- Repairs Team staff members via questionnaire and meetings
- PHA Customer Advisory Panel via regular meetings and staff shadowing
- Tenants via focus group meetings and questionnaires

As part of this project, we would like our Intern to work alongside our Communications & Engagement Officer and the other groups listed above to help review, collect and collate the data gathered and feed into the evaluation and recommendations part of the project. The specific tasks and responsibilities of our internship role can be flexible to suit the right candidate, but as a guide please see the main duties/responsibilities below:

Main duties & responsibilities

1. Analyse current available quantitative data including:
 - a. Customer satisfaction survey results
 - b. Repairs and maintenance policy
 - c. Customer Service Charter
 - d. Peer Group benchmarking data
2. Shadow repairs team and collect and collate qualitative repair data over a 4-week period including:
 - Initial contact
 - Type of repair
 - Repair logs
 - Feedback from tenant once a repair is complete.
3. Work with Communications and Engagement Officer and other key stakeholders to review current repairs and feedback processes.
4. Make recommendations for changes to the current system that could make the process easier for users to understand and use.

Other potential tasks depending on skill set could include:

Design a range of accessible communication tools including info graphics and how-to films for staff and tenants to explain the following:

- What is a routine repair?
- What is an emergency repair?
- How to report a repair
- Assigning a repair the correct contractor

What makes this internship stand out? (training, benefits etc)

This internship offers the unique opportunity to gain experience within the social housing sector. A sector in which you can really make a difference to peoples lives. A sector that is notoriously hard to gain access to without experience, but one that offers job stability, career progression alongside excellent pay and conditions. A rare thing in the current job market.

Hybrid working will be considered.

Length of Internship (in weeks)

8

Starting month

June

Paid or voluntary

Paid

Is the internship part-time or full-time?

Part time

For part-time roles, how many hours will the student work per week?

160 total

Registered charity?

Yes

Charity Number:

SC003751

Required Year Group

- Undergraduate 3rd year
- Undergraduate 4th year
- Postgraduate taught
- Postgraduate researcher

Targeted College

Any

Required Degree Discipline

N/A

The essential criteria for the role are

- E1. Compassionate, self-motivated with the ability to work on own initiative without detailed supervision
- E2. Excellent written, verbal, and numerical communication, including the use of plain language, preparation, and presentation of reports
- E3. Performance and outcome-driven
- E4. Problem-solving abilities
- E5. Ability to work under pressure and meet deadlines
- E6. Excellent IT skills including the use of Microsoft Office to produce emails, letters, reports, and presentation materials
- E7. Qualitative and quantitative research experience with experience in writing and presenting reports
- E8. Ability to work flexibly and effectively plan and prioritise workloads within set timeframes and deadlines

The desirable criteria for the role are

- D1. Committed to equality, diversity, and inclusion
 - D2. Design software experience (e.g. Canva, Adobe Creative Cloud)
 - D3. Awareness of the affordable housing sector and the role of a Registered Social Landlord
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