



## **Data Analyst**

### **Job description and person specification**

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues. We campaign for change to social policy to improve the well-being of the people and communities we support.

Our advice services provide help and advice across a wide range of issues and more in depth help in respect of welfare benefits, debt, housing, employment, immigration and discrimination. Our independent advocacy services are delivered through Sheffield Advocacy Hub, in partnership with three organisations.

We aim for excellence. Our ambition is to be among the best advice and advocacy services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

### **Purpose of job**

The Data Analyst will lead the collection, analysis, interpretation and presentation of a range of internal and external data in order to effectively tell the story of our impact, support our decision making, and inform service development and improvement.

You'll work closely with our Social Policy and Involvement Manager to effectively tell our story to a range of audiences. We work with people in the city in situations that make them extremely vulnerable. We know the difference we make - but we need to be better at communicating this. You will play a key role, by spotting opportunities to add substance and impactful numbers to our story, showing members of the public, partners, professionals and decision makers the difference we make.

You'll also play a key role in helping us to use data to understand who we aren't reaching or where changes to our approach could make us more effective. You'll need a passion for both numbers and social justice.

**Reports to:** Social Policy & Involvement Manager

## **Main duties and responsibilities**

- The collection of appropriate internal and external data - liaising with colleagues to ensure that essential data is collected from
  - (i) clients, paid staff and volunteers
  - (ii) internal systems
  - (iii) external data sources
- The analysis of the above data in line with internal and external reporting requirements
- The presentation of data and analyses in appropriate formats for different audiences, in liaison with colleagues
- Exploring data to develop insights for service development, for example identifying gaps in uptake of different services and channels between different groups of people, and presenting these to the leadership team and board of trustees
- Ensuring full compliance with our information assurance policies and procedures throughout the data lifecycle

You will work closely with Service Managers and the Leadership Team to define the questions and focus for analysis and liaise closely with key external partners such as the Sheffield City Council Public Health Team.

## Person specification

### Knowledge and experience

#### Essential:

- Excellent IT skills across a range of packages ideally including the full Google suite (Docs, Forms, Sheets, Slides, GMail etc)
- Experience of collecting, analysing, interpreting and presenting data
- Experience of using databases or customer relationship management (CRM) systems, including importing, exporting and reporting
- Experience of writing and producing clear and easily understood material in a range of formats to tell a story to people who don't have any technical knowledge

### Skills and abilities

#### Essential:

- Strong numerical skills
- Work to a high level of accuracy and attention to detail, both written and numerical
- Self-motivated
- Strong digital skills
- To be able to analyse and interpret data and produce metrics and reports in a visually attractive form that are understandable to people with limited technical knowledge
- Work with a high level of integrity and discretion to hold confidential personal and sensitive data about clients, colleagues and business strategy
- Ability to manage complex processes
- Have a genuine passion to develop effective data processes within our organisation and constantly looking for ways to improve the way we work
- Good communication skills (verbal and written)
- Able to prioritise
- Well organised
- Able to work as part of a team

### Aptitude

#### Commitment to:

- the goals and values of Citizens Advice Sheffield
- working flexibly and to adapting to changing needs and priorities
- team working
- personal learning and professional development
- equal opportunities and to valuing diversity