



## **JOB DESCRIPTION**

**Job title:** Data Analyst

**Service:** FamilyLine

**Salary:** Grade 2 upper

**Responsible to:** Head of FamilyLine

### **Summary of job:**

The data analyst role is responsible for collecting, processing and analysing vast datasets to extract meaningful insights, identify trends and support informed decision-making across FamilyLine services. The primary objective is to translate complex data into actionable insights, including performance management, new product/service development and overall growth of service.

### **Key tasks and responsibilities:**

1. Compiling monthly, quarterly and ad hoc service reporting to share both internally and externally.
2. Design and create new data visualisation and evaluation reports.
3. Maintain online dashboards to support Programme Management.
4. Research, analyse and prepare material related to internal and external evidence, data and trends, both qualitative and quantitative, in order to inform strategic decision making
5. Produce service performance dashboards and develop innovations to improve the insights gained from both the dashboards and scorecards.
6. Work closely with team to fully understand their needs and data requirements to meet strategic objectives
7. Ensuring systems and processes are in place to report accurate and appropriate information regularly, with the ability to respond in a timely manner on an ad hoc basis as required
8. Recognise and understand Key Performance Indicators and provide effective and responsive analysis to support in identifying outcomes and impact, to inform continuous improvement and development
9. Collect data from different sources and work with others to develop data collection solutions and address gaps in data collection
10. To contribute to Services planning and development from the data perspective.



11. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - Being **people** focused
  - Reflecting a '**can do**' approach
  - Striving for **excellence** in everything we do
  - Having **mutual respect** for everyone we work with, work for and support through our services
  
12. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
  
13. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
  
14. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Minimum 4 GCSEs (or equivalent) at grade A-C, including Maths and English	✓	
2.	High standard of Data inputting and typing (60 WPM)		✓
<b>Experience</b>			
3.	Experience of manipulating large data sets and proactively identifying data issues and areas for development.	✓	
4.	Proven experience of setting up new systems to maximize efficiency.	✓	
5.	Experience of bulk data imports and data reconciliation against external data files		✓
6.	Experience working with stakeholders to create and design reports and dashboards		✓
7.	Experience with CRM's in particular Salesforce	✓	



<b>Knowledge &amp; Skills</b>			
<b>8.</b>	Strong computer literacy skills, including use of Microsoft Office Suite (especially Excel) to collate and interpret data, such as using pivot tables, creating and editing graphs and conditional formatting	✓	
<b>9.</b>	Ability to collate, analyse, interpret and present data accurately and in a timely manner, with excellent attention to detail	✓	
<b>10.</b>	Able to communicate complex data, analysis and processes to non-technical staff either in written or verbal formats	✓	
<b>11.</b>	An excellent understanding of the needs of confidentiality of information regarding all aspects of the post.	✓	
<b>Values</b>			
<b>12.</b>	Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: a) Being people focused b) Reflecting a 'can do' approach c) Striving for excellence in everything we do d) Having mutual respect for everyone we work with, work for and support through our services	✓	
<b>13.</b>	A commitment to Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community	✓	