



Job Profile

JOB TITLE:

Data Analyst

REPORTS TO:

Data and Development Manager

JOB PURPOSE:

The post holder will work across GamCare's Children and Young People (CYP) Services, Adult Programmes and Partnerships team focusing on data analysis and performance.

The Data Analyst will be responsible for monitoring, maintenance, and operational support of data within various systems within three teams (CYP, Adult Programmes and Partnerships). A key purpose of the role will be to oversee, review and develop data systems for the growing teams. Ensuring that these systems work well and are consistent with other areas within the organisation.

The post holder will ensure that we have excellent data integrity and that we are able to effectively use this to monitor and evidence the outcomes and impact of activities.

DIMENSIONS:

- Deliverables and KPIs within funder contractual agreements

INTERNAL AND EXTERNAL CONTACTS:**Internal Contacts:**

- Regular contact with other teams within the directorate of Services, significantly so with Helpline and Online teams
- The post holder is matrix managed by a manager within the Quality and Innovation team to ensure positive collaborative working
- Effective working relationships with I.T and digital teams

Level:

- Programme Managers, Senior Managers, Frontline delivery staff and Heads of Services

Range of Interaction:

- Information sharing, project work, producing written reports, presenting to teams and advising on data driven services

External Contacts:

- Contribution to the reporting to GamCare's funders
- Support external stakeholders with data queries

- Contribute to external audits and evaluations

Level:

- Managers, frontline staff

Range of interaction:

- Completing reports and requests, presentations, insight and advice, customer service

OVERALL ACCOUNTABILITIES:

- Review, develop and implement systems to track performance, quality and effectiveness of GamCare's products and services.
- Provide analysis of performance data, working with managers and team leads to achieve a consistent level of data reporting in a timely manner
- Contribute to performance improvement planning from a data perspective by identifying and interrogating data, presenting the findings in engaging way to meet the need of different audiences
- Explore trends and insights across the sector, comparing data and contributing to external evaluations and audits enabling GamCare to continue to develop and expand service offers
- Ensure that all activities are GDPR compliant, working closely with and supporting other data teams and projects at GamCare to provide consistency within practices
- Respond to internal and external requests for data and look at trends, patterns, and anomalies within it
- Responsible for communicating with internal and external stakeholders
- Prioritise and respond to requests for data and reports using a variety of different systems, enabling colleagues to performance manage and report on KPIs confidently

Person Specification – Essential Criteria

The post holder will work across CYP, Adult Programmes and Partnerships, acting as a first point of contact for data and reporting queries. They will maintain reliability, stability, and the data integrity of the databases. This will include providing support in the administration, backup, integrity, and security of various databases.

Experience Criteria

- Experience as a data administrator or relevant role
- Experience in data entry into data bases and using spreadsheets and reports
- Experience of problem solving technical and reporting issues
- Experience using Power BI, Google and Excel to create reports, pivot tables, and visualize data in graphs and dashboards

Skills

- Excellent IT skills with a first-hand knowledge of working across multiple digital platforms, including Power BI, Google and Excel
- Abilities to communicate effectively with a broad range of audiences
- SQL skills
- The ability to analyse, model and interpret data

Circumstances

- Able to attend meetings at GamCare's head office in London or other location around once per month (expenses paid)

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.