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| **Data, Impact and Insights Team Leader**  **Job description & Person Specification** |

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| **Reporting to:** Chief Officer / Deputy Chief Officer |
| **Purpose of role:** To lead a multifaceted team responsible for data collection and analysis, research and campaigns, equity, diversity and inclusion, media and communications and stakeholder engagement. Your leadership and vision will support the organisation to use our wealth of data to raise awareness of critical issues through our EDI and Research & Campaigns work, engage with key stakeholders to influence decision making and build on our Communication Strategy to reach and support more clients.  **About Citizens Advice North Somerset**: We provide a range of advice 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 aim to improve the wellbeing and health of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial.  We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination. |
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| **Main duties and Responsibilities** |
| **Data Analysis & Insight** |
| * Co-ordinate data analysis across the breadth of CANs services to standardise service and performance reporting. Design and implement an impactful and insightful suite of data reports. * Liaise with partners and funders to ensure that data and performance reporting meets their needs and collaborate with partners to connect different data sets to provide comprehensive analysis. * Provide data & insight support to funding bids, business cases and to support the development of new services. * Proactively engage with service leads to ensure that reporting systems provide the analysis required and adapt systems to ensure that data is recorded consistently and accurately and provides the intelligence required. |

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| **Research & Campaigns** | | | |
| * Lead a team in conducting quantitative and qualitative driven research support campaigns, addressing issues and influencing change * Collaborate with internal teams and external partners and stakeholders to design and implement evidence-based campaigns that drive positive change and impact. * Utilize data analysis to inform the development and evaluation of campaign strategies and objectives. | | | |
| **Equity, Diversity & Inclusion** | | | |
| * Support the Equity, Diversity & Inclusion Officer to research, apply and promote diversity initiatives. * Identify areas of inequality and highlight vulnerable groups to guide the organisation’s targeted support | | | |
| **Communications** | | | |
| * Working with the Deputy Chief Officer, lead the development and implementation of the CANS Communications Strategy ensuring robust internal and external communication channels * Support the Communication Officer in writing content for a range of publications, purposes and audiences, including digital and social media content * Create reports and presentations that develop key messages and tailor them to the needs of the CANS stakeholders and policy makers. | | | |
| **Staff Management** | | | |
| * Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best; * Participate in the recruitment and selection activities as delegated; * Ensure the effective performance management and development of staff (paid and volunteer) through regular supervision sessions, the appraisal process, learning and development, peer support and team meetings; | | | |
| **Other duties and responsibilities** | | | |
| * Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed. * Ensure that work reflects and supports the Citizens Advice service’s equality and diversity strategy. * Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues. * Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service. | | | |
| **Training and development** | | | |
| * Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities. * Keeping up to date with legislation, policies and procedures and undertake appropriate training; * Attending internal and external training * Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate. * Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety and share responsibility for your own safety and that of your colleagues; * Demonstrate commitment to the aims and principles of Citizens Advice. | | | |
| **Person specification** | | | |
|  | | **Essential** | **Desirable** |
| 1. | Demonstrable experience of working in an analytical role within the third sector or equivalent setting. | **** |  |
| 2. | Proven experience in data analysis, reporting and presenting data insights to various stakeholders, both internally and externally | **** |  |
| 3. | Proficiency in creating, maintaining and improving reports using MS Excel, Power BI, Tableau and/or equivalent data visualization tools | **** |  |
| 4. | Excellent written and verbal communication and interpersonal skills | **** |  |
| 5. | A strong and committed team player with a strong work ethic and lots of enthusiasm | **** |  |
| 6. | A natural multi-tasker who adheres to tight deadlines and thrives in a fast-paced environment | **** |  |
| 7. | Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing. | **** |  |
| 8. | Ability to use a variety of IT/digital systems and packages. | **** |  |
| 9. | Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. | **** |  |
| 10. | Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals | **** |  |
| 11. | Proven understanding of equality and diversity | **** |  |
| 12. | Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme | **** |  |
| 13. | Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies. | **** |  |
| 14. | Commitment to continuing professional development | **** |  |

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.