JOB DESCRIPTION

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| **Job Title:** | Performance Data Analyst |
| **Department:** | Central Services |
| **Line Manager:** | Strategic Manager Central Services |
| **Grade/Pay Scale** | 27,500pa 25-30hours hours per week (flexible/hours negotiable) |
| **Location:** | Flexible / homebased |
| **Status:** | Permanent |

# Job Purpose

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| *This is a new position, we require someone who can help develop systems and processes for performance and impact; information collection, data collection and outcomes tracking and present in various ways to help meet the requirements or a range of stakeholders*   * The postholder will be required lead on collecting data and outcomes and analysis and use a creative approach to translate and present information in various formats * The postholder will be required to present, make recommendations and report on emerging trends and developments and gaps which assist senior team translate data to assist with planning and service development |

# Scope of Job – main tasks, duties and responsibilities

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| Client Management Database: Service User Data   * Regulate standard searches and specific reports to provide information required by different teams within the organisation. * Co-ordinate information requirements through regular dialogue with services and management to ensure that information is being collected consistently. * Ensure that all data held on service users is accurate and complete. analyse reports and identify and correct anomalies * Set up and manage systems for tracking outcomes * Produce quarterly and annual cycle of data collecting, performance analysis and reporting systems * Analyse data from a number of sources (national, regional, local eg Police and MARAC data sets) and help develop recommendations with managers. * Continuously review data and sub data sets being collected and ensure accuracy and scrutiny of data   Reports   * Prepare reports to support with future development of services and marketing. Use data to help identify trends, gaps in service areas. * Analyse data and produce reports on individual service users journey including case studies of distance travelled   Dashboards   * Develop and update quarterly dashboard to help provide critical information for website and social media, and funding and * Develop and update daily dashboards to help managers retrieve information on services on a day to day   Public Relations and Grants   * Work closely with PR and Fundraising to provide data for social auditing, research, developing marketing materials /publications, including reviewing data on postcode referrals, google analytics, * provide information and data for annual report and accounts and social audit report   Grants and Fundraising Team   * work with Grants Officer to help develop areas of research information and case studies for new project, evidence of existing need and potential opportunities.   Compliance   * ensure data management is managed and held in line with UK GDPR Policy and Procedures * work with the compliance auditor to provide necessary information for annual data protection audit |

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| Signed (Jobholder) |  | | |
| Print Name |  | Date: |  |

PERSON SPECIFICATION

The Person specification provides a list of essential and desirable criteria which a candidate should possess to be able to perform the job. Each of the criteria listed below will be measured through one or a combination of the following: A = Application form/CV; I = Interview; D = Documentation; R = References and T = Test.

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| Job Title: | Performance Data Analyst | Job Purpose: |
| Date: | March 2022 |

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| factors | essential | DESIRABLE | HOW IDENTIFIED |
| Experience | * Minimum 2 years recent experience of using information systems and analysis of data and research * Experience of data collection and analysis and witing, formatting and presenting reports | * Experience of social research methods and evidence gathering | A  I  R |
| Knowledge & Understanding | * Understanding of the importance of data for research, funding, commissioning, shaping policy, strategy and development of Haven services * IT systems and data management analysis * How to interpret and present data to different audiences | * Understanding of Haven charity commission compliance * Understanding of social auditing and importance in the charitable sector | A  I  R  T |
| Skills & Abilities | * Scrutinise raw data and reports (independently action and rectify errors and anomalies) * Research skills are critical to help analyse data entry and reports with local, regional, national data * Report writing and ability to provide narrative analysis incorporating qualitative and quantitative information, research * Ability to train non-IT users - continuous training on the job to end users to use the system effectively |  | A  I  R |
| Qualifications & Training | * Minimum Level 3 qualification in relevant subject area including data management, information systems, * Using research techniques to collate and gather quantitative information | * Training or qualification in research methods/ qualitative data management | A  I  D |
| Other Special Requirements | * Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities * Be committed to the ethos, aims and objectives of The Haven Wolverhampton in supporting women and any dependent children who are homeless through reasons such as domestic violence. * Demonstrate commitment and self-motivation to achieving targets, embracing accountability for own actions. |  | I |