



## Role profile

<b>Role</b>	<b>Data Analyst and Researcher</b>	
<b>Job family</b>	Support services	
<b>Reporting to</b>	Head of Support Services	
<b>Salary / Grade</b>	£24,475.40 - £27,196.00 FTE	
<b>Hours</b>	22.5 hours per week	
<b>Location</b>	Godalming, with travel to other CASWS locations as required  Flexibility for some remote working dependent on service and client need as agreed between teams	<b>Level of travel:</b>  Low
<b>Team overview</b>	The CASWS support services team is made up of all the support functions required for the successful delivery of our services. Those functions range from HR and Finance, through to IT support and Health and Safety.	
<b>Role purpose</b>	To research, analyse and share relevant data and information to support the service delivery and development of CASWS, and its Research and Campaigns work.	
<b>Functional responsibilities / competencies</b>	<b>Key elements/Tasks</b>	<b>% of Time</b>
<b>Data analysis and Research -</b> Maintain up to date information and data sources to support agreed areas of development	<ul style="list-style-type: none"><li>• Set up, monitor and maintain a suite of agreed data and reporting to support organisational development and funder reporting.</li><li>• Identify trends and emerging needs, through analysis of internal and external data.</li><li>• Produce compelling and engaging reports which can be used to support funding bids and focus on identified areas of need.</li><li>• Provide data to support the work of the Research and Campaigns team, informing direction and focus.</li></ul>	<b>60%</b>

	<ul style="list-style-type: none"> <li>• Work with, support and delegate data analysis to our Research and Data volunteers.</li> <li>• Work closely with the Chief Officer to identify overall performance and needs in relation to data collection and reporting.</li> <li>• Carry out qualitative and quantitative research</li> <li>• Support the development, skills, and use of data across the organisation</li> </ul>	
<b>Support and motivate volunteers</b> - manage and support volunteers to ensure a good volunteer experience	<ul style="list-style-type: none"> <li>• Work with the wider team to recruit volunteers to undertake Research and Campaigns work.</li> <li>• Build positive relationships with volunteers, contributing to a welcoming environment for volunteers and showing appreciation for their contribution to the service.</li> <li>• Keep volunteers up to date with what's going on in the organisation/service and provide opportunities for feedback.</li> <li>• Provide quarterly one to one reviews with named volunteers, including:             <ul style="list-style-type: none"> <li>• Quality feedback</li> <li>• Training and development planning</li> <li>• Performance or conduct issues</li> <li>• Welfare and wellbeing checks</li> </ul> </li> <li>• Liaise with relevant people (e.g. other supervisors/ managers) on volunteer progress and flag up any areas of concern.</li> <li>• Be proactive in identifying where volunteers may need support and help them overcome any barriers by providing support where relevant or contacting relevant people who can help.</li> <li>• Recognise and reward volunteers in a way that is tailored to volunteers' preferences.</li> </ul>	<b>20%</b>
<b>Research and Campaigns</b> – support the development	<ul style="list-style-type: none"> <li>• Support the Chief Officer to facilitate group and one to one activity on Research and Campaigns</li> </ul>	<b>10%</b>

of our research and campaigns work	<ul style="list-style-type: none"> <li>• Support the Chief Officer to develop and monitor our Research and Campaigns Plans.</li> <li>• Link Research and Campaigns activity to identified areas of development, building relationships with internal and external stakeholders where appropriate.</li> <li>• Support events and activities which promote Research and Campaigns activities as well as wider service development.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Deputise for the Head of Support Services from time to time.</li> <li>• Maintain expertise and insight by managing your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support</li> <li>• Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training.</li> <li>• Attend relevant internal and external meetings as agreed.</li> <li>• Prepare for, attend, and contribute to supervision sessions/team meetings/staff meetings as appropriate.</li> <li>• Identify own training needs and agree with the line manager training and development activities to be undertaken.</li> <li>• Contribute to a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and team members are motivated to do their best.</li> <li>• Undertake any other duties as may be reasonably required within the scope of the role.</li> </ul>	<b>5%</b>



# Person specification

## Essential criteria

1. Proven experience in data analysis and research, with the skills to manage a range of data, and prepare compelling and engaging reports.
2. Able to build effective working relationships with internal colleagues and external stakeholders.
3. Understanding of the scope and value of Citizens Advice services, and how this can contribute to wider development, partner ambitions and priorities.
4. Good spoken and written communication skills, with the ability to adapt to different audiences.
5. Ability to work independently, with a problem-solving approach.
6. Ability to manage, motivate and supervise volunteers to deliver required standards.
7. Proficient in use of digital systems, including Office 365 applications, and the ability to analyse data, and support others with the same.
8. Ability to use required management systems, tools and processes for the purposes of the role
9. Ability to demonstrate effective and efficient ways of working, completing individual and teamwork in an effective manner.
10. Ability to use management systems by accessing and using relevant management processes, tools and systems for the purposes of your role.
11. Ability to use initiative by being proactive in your work, in self-development and development of the service.

## Requirements for role

1. Work within our organisational key principles - *you are able to work within our key principles to deliver a service that is Confidential, Free, Impartial and Independent.*
2. Embed Equity, Diversity and Inclusion (EDI) in day to day work- *You understand the policies and approach to Equity, Diversity and Inclusion, and are able to use this knowledge to create and support an equitable, diverse and inclusive service and office.*
3. Provide a service that meets legal and regulatory requirements and understand the purpose of quality assurance systems - *You understand the legal and regulatory requirements that apply to your role and know what to do to ensure they're met.*
4. Use systems relevant to the role - *You have the digital skills needed to use the tools, software and platforms relevant to your role.*
5. Describe the range of services provided across the organisation - *You understand that Citizens Advice services are national and local, across England and Wales, and know what the different parts of the service do, both in your office and wider organisation.*
6. Be collaborative, supportive, inclusive and have integrity - *You contribute towards a safe, positive and inclusive working environment where everyone can be themselves.*
7. Work constructively with others, individual and as teams - *You are able to work by yourself, with others and in teams, effectively, productively and constructively.*
8. Personal Development - *You contribute proactively to the assessment of your role and team and work to continually improve.*