**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Job Title:** | Data Insight Officer |
| **Salary:** | 29,000.00 per annum pro rata |
| **Hours of Work:** | 21 hours per week (One year fixed term contract) |
| **Responsible to:** | Helen Newman, CEO. |
| **Based at:** | Ann Owens Centre  Oak Lane  East Finchley  London N2 8LT |
| **Purpose of Job:** | The post holder will gather and analyse data to help us demonstrate the importance and impact of our services for older adults as well as providing insight into future service development.  You will need to enjoy being part of a small team where individuals thrive on working outside of their designated roles from time to time to get things done. Although not essential, experience of using Power BI for data analytics would be advantageous. |
| **Website:** | www.ageukbarnet.org.uk |

**KEY Duties / Responsibilities**

**Strategic Purpose:**

1. Coordinate the collection and management of data related to our projects, programmes, and initiatives.
2. Develop and maintain databases, spreadsheets, and other systems to organise and track relevant insight and information.
3. Conduct basic analysis of quantitative and qualitative data to identify trends, patterns, and insights.
4. Assist in the preparation of regular reports, presentations, and dashboards summarising key findings and outcomes.
5. Collaborate with programme staff to ensure data is collected consistently and accurately according to established protocols.
6. Stay up to date with relevant research and policy activity and provide support where necessary.
7. Support managers to ensure prompt data inputting and provide guidance on accurate reporting – this may include written manuals.
8. Conduct audit of CRM and regular housekeeping checks
9. Any other duties as reasonably required by the Later Life Services & Advice Manager.
10. Provide insight from data to identify gaps in services at Age UK Barnet and for older people generally within the borough..
11. Help us identify and reach seldom heard from communities and groups within the Borough.
12. Work with managers on feedback and evaluation processes.

**General**:

1. To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
2. To attend staff meetings and away days, training and other events as required
3. All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research
4. It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
5. Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
6. The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

**Standard:**

1. The post holder will be expected to adhere to all Age UK Barnet policies and procedures in all aspects of their work.
2. Confirmation of appointment to this post may be subject to a satisfactory DBS check.

**Age UK Barnet is committed to safeguarding and promoting the welfare of vulnerable adults. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.**

**PERSON SPECIFICATION**

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|  | CRITERIA | **ESSENTIAL OR DESIRABLE** |
|  | **KNOWLEDGE** |  |
|  | Commitment to Age UK Barnet’s mission and values, including passionate about tackling inequality amongst older people. | E |
|  | Familiarity with database systems, like Charity Log (or able and interested in learning to use a database management system). | E |
|  | Skilled in data analysis: able to use complex data to produce accurate, insightful, and engaging findings and recommendations. | E |
|  | Research experience e.g. designing qualitative and quantitative instruments, survey design considerations, participatory research. | D |
|  | Excellent IT skills e.g. MS Office (Word and Excel) and also data analytics software like Tableau and PowerBi | E |
|  | Project management experience: excellent at planning and managing projects, tracking key deliverables, overseeing budgets and financial controls. | D |
|  | Committed to safeguarding the people we work with via compliance with safeguarding frameworks and keeping confidential / sensitive information secure. | E |
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|  | **SKILLS & ABILITIES** |  |
|  | Excellent communication skills (including written and verbal skills). | E |
|  | Excellent interpersonal skills is proactive, enthusiastic, resilient and supportive team member. | E |
|  | Strong attention to detail, prioritises precision and accuracy. | E |
|  | Organised, excellent time management and can work well independently. | E |
|  | Problem-solver enjoys troubleshooting and demonstrates a ‘solution-oriented’ approach. | E |
|  | Ability to work alone and as part of a team | E |
|  | Prioritise workload and work to deadlines | E |
|  | Excellent attention to detail |  |
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|  | **EXPERIENCE** |  |
|  | Knowledge of GDPR requirements, policies, processes, and organisational compliance. | E |
|  | Using MS Office applications particularly Outlook, Word and Excel. | E |
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|  | **EQUAL OPPORTUNITIES** |  |
|  | Commitment to incorporating Equal Opportunities principles into all aspects of work. | E |
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|  | **ADDITIONAL** |  |
|  | Must occasionally be able to work outside of usual working hours. | D |