



Job Description

Job Title: Data Analyst

Department: Finance and Governance Team

Primary Objectives:

To generate and maintain a suite of Key Performance Indicators.

To maintain and develop Vista's database for the recording of service user outcomes, including the statutory Register for the Blind.

To act as the primary point of contact, support and communication for our CRM system (Charity Log) both for Vista staff and volunteers and for the partner organisations with whom we work (including supporting the training of relevant leads in those other sight loss charities).

To monitor, collate and report on statistical information that will inform and improve services delivered provided by Vista.

To undertake project-based evaluation work.

To be the main Vista point of contact for our external IT support provider.

Main Duties:

Specific Duties

1. To manage, maintain and implement information monitoring systems for Service Level Agreements, contracts and projects.
2. To continuously review and provide statistical information to assist with service delivery including monitoring specific trigger alerts.
3. To generate and modify existing automated reports both to support service leads and to directly retrieve information from the database to support operations in ensuring targets are met
4. To generate and maintain a suite of Key Performance Indicators ensuring these are reported to agreed timescales.
5. To collate data arising from all areas of Vista's work and analyse

this data to:

- inform service planning, decision making and prioritisation
- monitor and demonstrate impact on service user outcomes
- evaluate the benefit, value and performance of specific projects, services and interventions
- support managers to develop and improve data collection and reporting in relation to their specific areas of responsibility
- produce relevant reports

6. To provide induction training and ongoing informal support to Vista staff on the general use of IT including common hardware and systems such as SharePoint and Office365, the CRM and outcomes database, the statutory Register, mobile phones, G24, etc. Advising managers, seniors and front-line staff on the monitoring information that is needed.

7. To be the main point of contact for Vista with our external IT support provider, to include the procurement and maintenance of IT equipment, and monitor their performance under the contracted services.

8. To be the main point of contact with our CRM system supplier and coordinate across the other sight loss charities using these shared systems through formal agreement.

9. To assess new technology, with appropriate training, in order to support other members of staff in their roles.

10. To compile ad hoc reports as requested by Managers.

11. To undertake other duties that may be assigned from time to time, including covering key office functions to support colleagues when required.

Resources (refer to Guidance Notes):

a) People

Internal

Managers – Database and IT queries – daily contact

Colleagues – Database and IT queries - daily contact

External

Service users & family members, other advising professionals – answer queries relating to database - phone contact as required

Liaison with IT support maintenance company – daily

Liaison with CRM supplier – regularly and to solve problems

Liaison with Partner organisations to support smooth delivery of shared database systems

b) Financial

c) Non-financial

Responsibility for statistical information reporting to ensure that all funder requirements are met. Responsibility for monitoring and assuring data quality. Responsible for maintenance of databases and relevant reporting to managers, directors and the board as well as external and statutory organisations.

Responsibility for maintaining suite of Key Performance Indicators and producing accurate, timely reports that meet management and governance requirements.

Support employees and volunteers to troubleshoot common IT and software problems and provide basic induction training and support to new starters.

Very good Excel and Statistical analysis skills with high level of accuracy and attention to detail.

Good knowledge and broad experience of IT, data management and software systems.

d) Special Factors

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: SP/SH

Date: 08.12.2020

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<p>Educated to 'A' level standard</p> <p>Minimum GCSE Grade 3 in English and Maths</p> <p>Evidence of relevant continuous professional development</p>	<p>Accredited training on SQL based systems.</p> <p>A recognised relevant qualification.</p>	<p>Application form</p> <p>Certificates</p>
Experience	<p>Proven abilities with general IT problem solving.</p> <p>Substantial experience in producing a variety of reports using Microsoft Excel</p> <p>Substantial experience of data handling, analysis and presentation.</p> <p>Experience of relevant training techniques and an understanding of the way people learn.</p>	<p>KPI monitoring and reporting.</p> <p>Project evaluation.</p> <p>Collating and comparing data across different systems, projects or organisations.</p> <p>Producing training materials and 'user guides.</p>	
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Advanced knowledge of Microsoft Excel ▪ Implementation of new systems for data recording ▪ Good communication skills ▪ Highly numerate with attention to detail ▪ Time management skills including prioritisation ▪ Team player ▪ A self-starter who can work independently 	<ul style="list-style-type: none"> ▪ Basic project management skills ▪ Understanding of assisted and enabled accessibility in IT. 	<p>Interview/test</p> <p>Interview</p> <p>Interview/test</p> <p>Interview</p> <p>Interview</p>

Personal Qualities	<ul style="list-style-type: none">▪ Meticulous▪ Honest▪ Supportive▪ Sensitive▪ Patient▪ Passionate about making a difference		