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| **Data & Insight Analyst**  **Job Description and Personal Specification** | |
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| **Job title:** | Data & Insight Analyst |
| **Place of work:** | Greater Manchester Police HQ – hybrid role |
| **Hours of work:** | 37.5 |
| **Pay band:** | Coordinator |
| **Reports to:** | Head of Service, with dotted line to Senior Data & Insights Analyst |
| **Level of screening:** | Standard DBS and NPPV2 |
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| **Who we are** | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

This role sits within our ‘Greater Manchester Victims Service’, commissioned by the Greater Manchester Combined Authority.

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| Where you fit in |
| The Data & Insight Analyst is new role for Catch22. Supported by our Senior Data & Insight Analyst, you will lead on the collection, reporting and analysis of key data that helps to monitor our service performance, demonstrate our impact, and inform the improvements that we make to our services.  The majority of your work will be focused on one service, but you’ll also play a wider role in developing our Evidence & Insights function through collaboration with the central team, using your experience and knowledge to contribute to Catch22-wide improvements to how we collect and use the wealth of data available to us.  In addition to the support of the data experts from across the team, you’ll also have access to specific data training, such as DataCamp, Udemy or Coursera, to help develop your knowledge and capability in the world of data.  You will support the Admin officer by delegating and supporting with tasks, and supervising them via a monthly 1-to-1. |
| Main Duties & Accountabilities |

Reporting to the Head of Service, your main duties and accountabilities will sit across three key areas:

1. **Collection**

You’ll lead on the collection and validation of all data relating to this service, ensuring standardised and consistent recording through the administration of our CMS (Links CarePath) and creation/management of necessary surveys and forms.

Much of the key information is collected by our frontline staff, so you will be supporting them to ensure data quality, and identifying recurring issues or need for user training. Additional data also needs to be collected from other agents/partners/commissioners, which needs to be combined with CMS data to enhance insights.

1. **Analysis**

The Data & Insights Analyst will lead the analysis of outputs/outcomes to support our data-driven approach. You’ll use best-in-class tools to translate combine qualitative and quantitative data into easily-understandable insight which helps identify key trends relating to service performance and service user support requirements.

You’ll use frontline intelligence and real-world insight to help forecasting and predictive data modelling, which will subsequently be used by Catch22 and Great Manchester Police to predict future behaviours and service demands. Your expert commentary will contextualise report findings, provide recommendations informing tactical/strategic development, including staff training, partner capacity-building, policy development, project/Service development

1. **Reporting**

You’ll be responsible for monthly and quarterly reporting, as agreed between the Head of Service and GMP. You will also develop and own PowerBI dashboards with drill-down capability, allowing real-time tracking of performance and caseload oversight, and a dynamic view of services to inform operational decisions.

In addition to planned and scheduled reporting, you’ll be responsible for responding to ad hoc requests from the Greater Manchester Combined Authority or the Deputy Mayor, ensuring a timely and accurate response.

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| Organisational Relationships |

* Report to Head of Service, and playing supporting role across a team of operational leaders and practitioners
* Work closely with the Senior Data & Insight Analyst and Director of Evidence & Insights to contribute to the development of the Evidence & Insights function, in line with Catch22’s business plan.
* Work closely with other technical leaders: Senior Operational Managers, Assistant and Operational Directors to identify business requirements and put data at the forefront of decision-making.
* Establish a key working relationship with corporate and operational colleagues and corporate services (such as Finance and HR) that you will be reliant on to do your job well.
* Stay informed about developments among external stakeholders, especially leaders
* in data, analytics, AI, ML, data viz and enterprise architecture.
* Will supervise the Administrative Officer.

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| **Data & Insight Analyst : Person Specification** | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | * GCSE/Level 2 in English and Maths | * A recognised higher qualification in a relevant field |
| **KNOWLEDGE** | * Knowledge of analytical processes, using well established methodologies, and quality assurance to ensure accurate results. | * Advanced excel skills. * Strong understanding of VBA, SQL & Dax * Ability to work with large data sets from multiple sources. |
| **EXPERIENCE** | * Data Analysis experience performed in a similar role | * Experience of implementing insights or business changes. |
| **SKILLS & ABILITIES** | * Good communication and engagement skill, able to build good professional relationships with a range of stakeholders. * Highly organised, able to work efficiently and transparently * Ability to see a situation from the viewpoint of a service user. | * Statistical and mathematical ability with a highly accurate approach to work completion. |
| **OTHER** | * Share Catch22 values * Awareness of and commitment to Equality & Diversity |  |