

Thank you for your interest in the role of Data Insights & Analyst for our Victim Services at Catch22. We're delighted you're considering joining our team, and we welcome your application.

Catch22 is a charity and a social business. We deliver over 100 services across England and Wales in justice, education, children, families, communities, employability, and skills. Underpinning all our services is our firm belief that everyone needs good people around them, a safe place to live, and a purpose in life in order to thrive.

For more than 230 years, Catch22 has been focused on delivering high-quality services for people facing challenges and using our experience to advocate for systemic reform in public services. We are committed to not just meeting immediate needs but to driving forward lasting change.

Within Catch22's Justice Hub, we are acutely aware of the growing challenges faced by those we support. Court backlogs, for instance, have significant impacts on both victims and offenders. We also see increasing complexity in the needs of our service users, requiring innovative and compassionate approaches to support. Our ambition is to influence systemic change positively, reforming public service delivery to achieve better outcomes for individuals and communities.

Our portfolio of services is uniquely positioned to address both offender rehabilitation and victim recovery. We work across the criminal justice system, from supporting offenders through our Offender Management and Gang Units to providing rehabilitative services such as Personal Well-being, Finance, Benefit & Debt, and Dependency & Recovery services. Simultaneously, we are expanding our Victim Services, helping individuals navigate the aftermath of crime through initiatives like the Greater Manchester Victim Service and the Young Londoners' Victim Service.

We believe that reducing crime relies on enabling recovery for victims and providing pathways to rehabilitation for offenders, empowering them to live crime-free lives. This dual perspective gives Catch22 a holistic insight into how best to support individuals and drive meaningful change within the criminal justice system.

Innovation and a pioneering mindset are at the heart of what we do. As a charity operating outside the constraints of traditional public services, we're constantly seeking new ways to improve lives and create impact. Many are drawn to Catch22 for this spirit of curiosity, innovation, and commitment to making a real difference in the third sector.

Each role at Catch22 is fundamental to achieving our mission. We deeply value the compassion, collaboration, and dedication of those on the front lines, leading teams, and managing services. We look forward to the contributions you will bring to our shared vision.

Kind regards,

Matt has been with Catch22 for a total of 11 years, and during that time has held a total of 7 different positions, progressing from a Custody Case Manager to Assistant Director, Justice in 2018, and Director of Justice in November 2022.

Matt has a wealth of experience in successfully overseeing Catch22's Justice Hub's operational delivery, as well as a huge passion for Catch22 and the work we do across the Criminal Justice System.





Data Insight's & Analyst—Justice

[Catch22 Jobs](#)[Alert me](#)

Salary £30,000.00 per annum

Location Hybrid, regular travel across sites

Hours 37.5 hours per week

Contract Permanent

Interview TBC

Reports to Head of Governance & Interventions

Screening Enhanced DBS, NPPV—Level 2

About Us

Over the past year Catch22 has delivered over 100 services...
Read more in our recent [impact report](#).

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'.

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.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service users' ideology, helping them desist from crime and reach their true potential.

We are looking for someone who is compassionate, collaborative, and empowers others

What values guide our people?

Our values, chosen by staff from across Catch22, reflect the approach to working and embedded in all the work we do:

- ♦ **We're compassionate:** we care about people—supporting them to move forward.
- ♦ **We empower others:** we give people the knowledge, skills and opportunities to thrive.
- ♦ **We're collaborative:** we do things with people, not to them.
- ♦ **We're curious:** we explore, innovate and challenge to improve what we can do.

Pack is for information only



In the last year:



42,000

People were supported by our Justice teams.



100%

Of commissioners were satisfied or very satisfied with the service our teams delivered.



£696,370

Were retrieved for victims of fraud by the Hertfordshire Beacon Fraud Hub.



About You

As the 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.

While your primary focus will be supporting three of our victim services, you will also contribute more broadly to the development of our Evidence & Insights function. Working collaboratively with both the central governance team and the Evidence & Insights team, you'll use your knowledge and experience to help drive organisation-wide improvements in how we collect, interpret, and utilise 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.

Reporting to the Performance and Compliance Manager, your main duties and accountabilities will sit across three key areas:

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.

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.

Career Family & Grade

Scale National

Job Reference REF3692N

Number

Closing date 1630 on July 23rd

You'll use frontline intelligence and real-world insight to help forecasting and predictive data modelling, which will subsequently be used by Catch22 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

Reporting

You will be responsible for delivering monthly and quarterly reports, as agreed with the Head of Services, the Performance and Compliance Manager, and each commissioner. In addition, you will develop and maintain PowerBI dashboards with drill-down capability to enable real-time performance monitoring, caseload oversight, and dynamic insights to support operational decision-making.

Alongside scheduled reporting, you'll also respond to ad hoc data requests from the OPCC and Mayor's Office, ensuring timely and accurate responses.



Organisational Relationships

- Report to Performance and Compliance Manager, and playing supporting role across teams of operational leaders and practitioners.
- Work closely with the Performance and Compliance Manager 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.



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

If you have spent or unspent convictions and need to make a disclosure, or would like advice on whether a role we have advertised is suitable, please contact Rik at our partner, [Offploy](#), via rik@offploy.org for support and guidance.

How and when? Catch22 only ask a candidate to declare criminal convictions upon accepting a conditional offer of employment (except where our roles are exempt from the Rehabilitation of Offenders Act). By doing this, they ensure hiring teams are only assessing candidates on how closely they match the advertised person specification, to avoid conscious and unconscious bias from affecting hiring decisions.

Screening Process

Each role at Catch22 is evaluated on the types of screening that are necessary for the opportunity. Successful candidate's only undergo checks relevant to the role they have been offered.

The advert and offer letter will list the types of checks that a candidate must undergo for the relevant role and a cover letter, sent alongside the offer letter will detail the checks and also explain how Catch22 collects, keeps, and destroys data around a person's criminal record.

Guidance on making a disclosure is given to all candidates at offer and decisions on hires is not made solely on the results of screening checks.

Why?



At Catch22, we believe that those who have experienced the challenges and successes of the Criminal Justice System first-hand are best equipped to drive change. That's why we recruit people with lived experience, have implemented a Lived Experience Lead, and have partnered with organisations to support us in doing this as effectively as possible.

[Watch](#) to learn more about Catch22's innovative work in using the expertise and talent of those with [#LivedExperience](#).

"At Catch22 we want to attract the widest range of talent available and we therefore open as many of our roles as possible to people with convictions. We have found that they bring a different perspective to some issues and display great loyalty to our organisation. We firmly believe that giving people another chance is the right thing to do".

Dom Dingle, Recruitment Coordinator—Justice



"We recognise that those involved in crime often feel trapped in negative patterns of behaviour and that this leads to repeat offending. We also recognise that employment is the best way to break this cycle and enable people to move forward and lead positive, fulfilled lives. For this reason Catch22 is proud to support the Ban the Box campaign and is committed to providing a fair recruitment process that offers equal opportunities to all, including those with criminal convictions."

Christina Duru, Chief People Officer

Catch22 has Banned the Box which means we not only encourage applications from those with lived experience and/or criminal convictions but also do not ask for a declaration until a conditional offer is made. We ask for any disclosures on unspent convictions to be disclosed at the offer stage and provide support both internally and sign-post to external partners to support with disclosures. We assess the disclosed convictions against the successfully offered role and can adapt roles based on convictions. Please see our full statement on hiring those with convictions and note that we do have employees currently within the Justice Hub with convictions. Support is given at the offer stage for providing a disclosure.

