

Job Description



Job title:	Data Analyst
Department:	Data & Technology
Reporting to:	Business Intelligence Manager
Salary:	£34,453 per year
Hours:	35 per week
Location:	Based in London
Contract type:	Permanent

Aim and influence

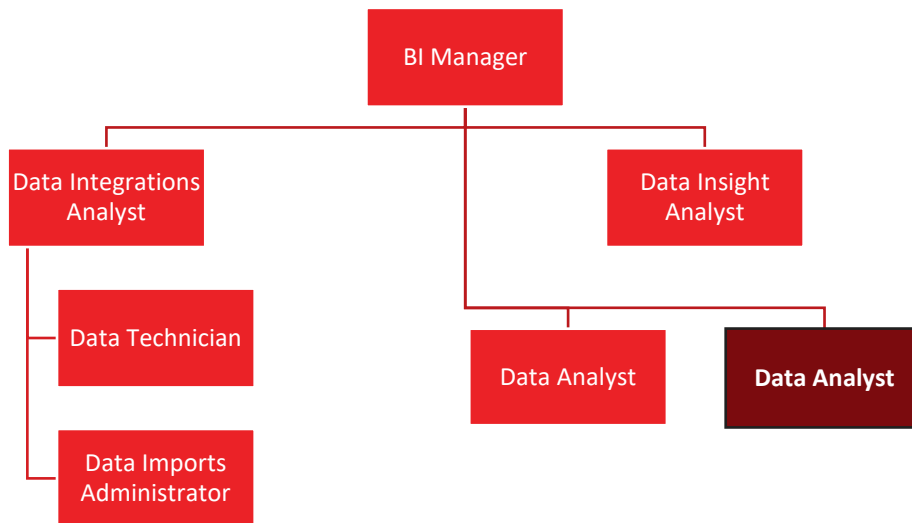
- Utilise statistical analysis techniques to help Crisis understand the performance of our year-round marketing campaigns, including the interaction between different channels and types of communication.
- Build and maintain Power BI reports to monitor KPIs and other metrics that are used by teams in our supporter, client services, and other organisational teams.
- Work with stakeholders, including data translators in teams across the organisation, to develop analytical questions
- Support Crisis' ongoing Data, Digital, and Technology Transformation.

Other key details

- Crisis' current homeworking policy requires staff to work from the Crisis office for at least one day a week or two days per fortnight



Organisational chart



Job responsibilities

Analytics

- Apply a range of mathematical and statistical techniques, using tools such as Python, R, Excel or Knime, to help our marketing, fundraising, volunteering, campaigning, and client services teams make the best use of our data.
- Use SQL to select, acquire and integrate data for analysis, identifying the relevant source for a given task and interrogating it effectively.
- Develop hypotheses and methods, share insights and findings, and continue to iterate projects when additional information, questions or data becomes available.

Data Visualisation

- Use the analytical tools available to apply a variety of visualisation techniques and design the content and appearance of data visuals.
- Use Power BI to create and share automated reports that communicate KPIs and other metrics to teams across the organisation.
- Contribute to exploration and experimentation in data visualisation.

Measurement

- Support teams in the development of methods for measurement, helping to specify metrics which support the needs and aims of the function.
- Identify and prioritise appropriate measures, scales and targets, providing guidance on how to collect and store data.
- Design reports and reporting formats to enable measurement of relevant metrics and KPIs.

Data management

- Apply ethical and robust techniques in the transformation of data from one format to another, in line with organisational policies and procedures and being sensitive to risks around the use of information.
- Assist the definition and management of requirements for new data sources that will be used for analytical purposes, and the reports or dashboards that will utilise them.
- Provide constructive challenge to stakeholders as required.

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis and the needs and circumstances of homeless people
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

Person Specification

Essential

1. Able to turn the results of mathematical, statistical, and analytical techniques into actionable recommendations.
2. Skilled producing data analysis using tools such as Excel, R, Python, Knime or Power BI.
3. Demonstrable experience of creating queries to extract, interrogate and aggregate information from relational databases using SQL, and an understanding of the underlying logic.
4. Experience of using interactive reporting and business intelligence tools, such as Power BI, to share the performance of various KPIs and metrics with a broad audience.
5. Ability to succinctly communicate the results of data analysis to a broad audience.
6. Flexibility to work with a variety of stakeholders to plan work.
7. Commitment to Crisis's purpose and values including equality and social inclusion.

Desirable

1. Familiarity with cloud-based data analysis tools, such as Databricks and Synapse.
2. Experience of agile working practices and use of Jira

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.