

Job Description



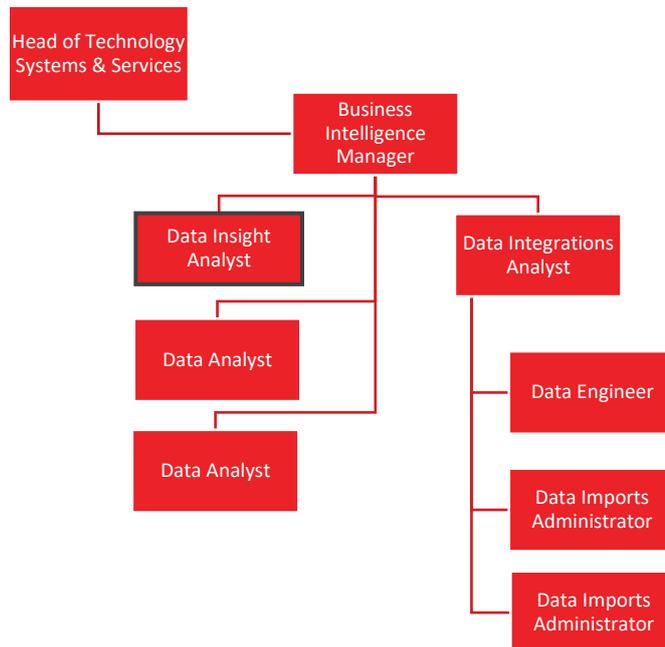
Job title:	Data Insight Analyst
Department:	Data & Technology
Reporting to:	Business Intelligence Manager
Salary:	£41,594 per year
Hours:	35 per week
Location:	Based in London
Contract type:	Fixed-term 5-month contract

Aim and influence

- Employ data analysis techniques to generate and communicate impactful insight that will inform the way Crisis engages with supporters old and new
- Work with colleagues across the organisation to develop reports that enable effective monitoring of KPIs and other metrics, and to develop analytical questions
- Effectively collect, interrogate, and manage data from a variety of sources using SQL
- Collaborate with Data Analysts to develop the Business Intelligence team's approach to insight and analysis



Organisational chart



Job responsibilities

1. Insight and analysis

- Engage with teams across Crisis to produce high quality and impactful insight, with actionable recommendations that will help us to keep our supporters engaged as we work to end homelessness.
- Utilise data science techniques to contribute to projects including income forecasting, spatial analysis, LTV modelling, segmentation and reporting that will have a direct impact on business planning.
- Convey complex analytical concepts, through clear reports and presentations, in ways that are easily comprehensible by stakeholders across the organisation.
- Access, manipulate, and combine data from a variety of internal and external sources using SQL Server Management Studio.
- Use Python, R, Excel, or similar tools to provide insight and create meaningful visuals.
- Work with Data Analysts, sharing expertise and developing the BI team's insight, analysis and reporting capabilities.

2. Reporting

- Use Power BI to build and maintain dashboards to communicate progress with KPIs and other metrics to audiences across the organisation, with data from a variety of sources.
- Work with colleagues across the organisation to help them design appropriate KPIs, and to ensure that all data required to monitor them is generated and stored effectively.

3. Data management

Data Insight Analyst, Jan 2022 – Job Pack

- Promote and encourage correct use of the various databases that are used to store data, ensuring information is recorded in line with internal and external requirements.
- Consistently document procedures, processes and code that support insights and analysis activities.

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. Experience of turning detailed statistical analysis into actionable recommendations.
2. Ability with data science and mathematical, statistical, analytical techniques, including predictive modelling.
3. Skilled in the use of data science and analytical tools, such as Python, R, Knime, or similar.
4. Demonstrable experience of creating queries to extract, interrogate and aggregate information from relational databases using SQL, and an understanding of the underlying logic.
5. Familiarity with a variety of data sources, including CRMs, Google Analytics, social media, and segmentation models.
6. Experience of using interactive data visualisation and business intelligence tools, such as Power BI.
7. Story-telling abilities that enable clear and assertive communication with a wide range of audiences, and the succinct conveyance of complex ideas.
8. Flexibility to work with a variety of stakeholders, both internal and external, to plan and prioritise work.
9. Commitment to Crisis's purpose and values including equality and social inclusion.

Desirable

1. Experience using SQL to interrogate the Raiser's Edge.

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.