**Job Title:**  **Insight Analyst**

**Department:**  Impact & Innovation

**Contract type:** Permanent

**Salary:** £35,000

**Hours:** 35 hours per week (part-time and job-share applicants welcome)

**Reports to:**  Head of Insight & Impact

Turn2us is a national charity that helps people to build financial sustainability and thrive. Turn2us gives people the information and support they need in the face of life-changing events and collaborates to tackle the causes and symptoms of poverty.

To improve the impact of our work, it is essential that we share our data and insight widely, making it accessible for both staff and external partners, so that it can be used to inform our decision-making. We also require internal data analysis expertise, so that we can answer complex business and research questions with confidence.

**Purpose of the Role**

Turn2us supports millions of people each year, providing them with the information and support they need, in the face of life-changing events. The Insight Analyst will work to turn our data into actionable insights, so that we can better support people in the face of life-changing events and tackle the causes and symptoms of poverty.

This role will be responsible for the implementation of reporting and analysis tools across Turn2us, so that staff can use our internal service data to inform their ongoing work and decision-making. Wherever possible, the Insight Analyst will facilitate staff to conduct their own quantitative analysis.

However, in some instances, more advanced analytical skills are required. This role will also be the organisations’ specialist in analysis of large datasets (both quantitative and qualitative). They will be responsible for data analysis where specific expertise is required and/or where the question being posed are complicated or complex. The role will also provide internal and external opportunities to develop more data science knowledge and experience.

The Insight Analyst will also work to include service users, in any analysis project. By working in partnership with people with lived experience, Turn2us’s strategy, services and outcomes will more fully reflect what people need. **We particularly welcome applications from anyone who has their own lived experience of poverty, or financial hardship.**

**Key Responsibilities and Accountabilities**

1. Deliver insight from Turn2us’ large-scale datasets, for both external research purposes and internal business analysis needs
2. Create and maintain internal visualisation tools and share our service data
3. Collaborate with external partners to share our data and create insights from it

**Main Duties**

1. **Deliver insight from Turn2us’ large-scale datasets, for both external research purposes and internal business analysis needs**

* Provide expert data analysis and research, using internal and external data sources, to provide evidence base for work
* Work with stakeholders across all teams at Turn2us, to understand their complex business questions and use data expertise to design the right analytical approach
* Work people with lived experience to co-produce our approach to data and insight
* Extract and manipulate data to produce reliable and robust results to complex questions, for both internal and external use
* Understand nuances in datasets and be able to effectively advocate how best to garner insights from them
* Deliver insight with compelling and persuasive narrative, summarising findings in a commercially focused and actionable ways tailored to each stakeholder, including technical and non-technical audiences
* Develop and use aspects of data science to inform our work, including A/B testing and natural language analysis

1. **Internal visualisation and sharing of service data**

* Focus on presenting all internal service and performance data across all teams at Turn2us. Making our data accessible and explorable by all.
* Work with relevant stakeholders across the charity to understand their critical business questions and to implement specific reporting and visualisation processes for grants, digital tools, comms, fundraising etc.
* Technical aspects of insight work will include:
  + Management of tools that facilitate data analysis, including Google Analytics and Tableau
  + Management of tools that facilitate data capture, including Snap Surveys, Survey Monkey and Hotjar
  + Large scale data processing and cleansing
  + Automated processing of service data where possible
  + Automated data visualisation where possible
* Training staff in simple quantitative research methods

1. **External data sharing and collaboration**

* Continue to search for and build external opportunities for Turn2us to share our data and to collaborate with other organisations working on UK poverty
* Lead on projects that involve data collaborations and partnerships
* Contribute to cross-functional product teams within Turn2us and with staff from other organisations
* Facilitate safe and ethical data sharing across organisations working on UK poverty and related topics
* Support on academic collaborations where we share our service level data

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity’s policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

**Person Specification**

This person specification lists a range of skills, knowledge, experience, and personal attributes which would be beneficial in this role. **However, you do not need to possess all these skills and attributes to apply.**

Although technical skills and knowledge are required to perform this job, an open and inclusive approach to data and insight is also essential. We believe that insight is created through discussion among people. We are looking for someone who can help staff at Turn2us to create knowledge in that way.

**Skills and knowledge:**

* Quantitative analysis and research skills
* Expertise in a range of software packages (including R, Python or SQL) to manipulate and analyse data
* Ability to tell a story with data using data visualisation (e.g. Power BI / Tableau)
* Knowledge of UK poverty and financial hardship

**Experience:**

* Simplifying complex and technical analysis into actionable insights
* Quantitative research experience and advanced data analysis
* Experience working with large volumes of data
* Leading on projects and agile project management experience
* Resilience and creativity in approaching problems and decisions
* Building effective relationships and facilitating open and transparent communication

**Personal Attributes:**

* Ability to listen deeply and communicate well with colleagues, with an expertise in explaining complex information to internal and external audiences
* An ability to work on own initiative and work proactively in key areas of responsibility
* An understanding and commitment to promote equal opportunities, safeguarding and diversity
* High level of intellectual curiosity
* Diplomatic and inclusive approach