Job Description

Job Title: Information & Data Analyst

Reports to: Head of Customer Experience & Business Change

Location: Scottish SPCA HQ in Dunfermline and/or remote working as
                        agreed

Hours: Full Time (35 hours per week)

Overall Purpose of the Role:

To take an active role in the scoping, development and implementation of management information reports and dashboards to support the strategic planning process at the Scottish SPCA.

To source and supply accurate, timely and insightful management information and data for Senior Managers and other key stakeholders to inform evidence based decisions and strategies regarding the Society's organisational performance.

Key Responsibilities:

- Model the Society's values, Committed, Compassionate, Collaborative, Adaptable, Professional and Expert, in the workplace at all times.

- To introduce data extraction, transformation and delivery methodologies and systems and work closely with other departments to collate key information which will drive and inform operational and strategic plans.

- Undertake robust analysis of key datasets relating to aspects of the Society's performance and produce dashboards and other appropriate graphics that enable staff across the Society to make informed decisions.

- Analysis of large numerical datasets and presenting quantitative information extracted in clear, concise formats.

- To increase data literacy and promote the skills to support colleagues less familiar with the complexities of general data analytics and reporting.

- Develop and maintain trusted adviser relationships with colleagues and establish strong working ties with other staff with data coordination duties across the Society.

- Be responsible for supporting the continuous improvement and delivery of management information from our Animal Rescue and Rehoming Centres, Inspectorate and Helpline.

- Work proactively and collaboratively with other staff across the Society to influence and support continuous improvement in data quality and information management processes.

- To inform evidence based decisions and strategies. To support the Head of Customer Experience in the delivery of business intelligence.

- To deliver a wide range of regular management information, providing informative advice and support to related data enquires. Work in close liaison with colleagues across the Society to ensure that all management information reporting meets the agreed specifications and addresses end users' requirements.

- Provide regular and ad hoc information and analysis to the Executive Team.

- To promote good data governance and take a lead role in delivering timely, accurate and relevant information necessary to support year round management reporting.

- To develop the Society's reporting and analytical tools, to actively contribute to the advance of data extraction, transformation and delivery methodologies.

- Promote the work of the Society and membership to the public where appropriate.

- Become familiar and comply with all relevant policies and procedures, including the Society's health and safety / risk assessment working instructions.

- Maintain good relationships with colleagues, volunteers and representatives of other providers.

- Participate in any training deemed necessary by the Society.

- Undertake other duties as determined by the Head of Customer Experience & Business Change.

Person Specification:

	Essential	Desirable
Education & Qualifications	• A good honours degree or equivalent in a relevant subject area, i.e.: Statistics, Information Management, etc. or significant professional experience	
Experience & Job Knowledge	• Extensive experience of analysing large numerical datasets • High level of numeracy and statistical acumen • Experience of preparing briefing papers to share insights and develop understanding • Ability to prioritise stakeholder	• Experience of applying statistical techniques to add value to data analysis (e.g. statistical modelling, regression) • JavaScript

	• needs • Experience of data visualisation • Dashboard Creation • Automation of data • Providing and sharing insights • Experience using Tableau, Power BI or similar • Experience using marketing and ecommerce analytics and Google Analytics	• Web Based Analytics • API Integration
Job Related Skills / Competencies	• High level of skills in using Microsoft Excel, Google Analytics, SQL and/or other appropriate tools for analysis/data manipulation • High level of numeracy and statistical acumen • Exceptional attention to detail and analytical skills • Excellent interpersonal skills, in particular ability to network and develop positive working relationships • Highly organised, able to manage and prioritise multiple complex tasks to deliver to a range of deadlines • Confident presentation skills • Excellent customer care and communication skills	
Personal attributes	• An understanding of and demonstrable commitment to the Society's Values: Committed, Compassionate, Professional and Expert as a framework for decisions, actions and behaviours. • An understanding of the importance of management information and its role in supporting decision making • Resilient and calm in face of difficult situations • Act with professional integrity	• Willingness to learn new reporting platforms, technologies, methods and processes • An understanding and commitment to health & safety in the workplace
Additional relevant criteria	• Full, driving licence • Willingness to work outside normal working hours • Willingness to travel	