



Job Description NEW

Role	Data Officer
Reporting to	Senior Insight, Reporting and Development Officer
Salary & contract term	£25,879 per annum FTE pro rata
Hours	15 hours – fixed term till 31 st March 2027
Location	Flexible in West Sussex Offices Shoreham, Worthing, Haywards Heath, Crawley, Horsham.
Team overview	To produce high-quality performance, briefing and insight reports for a range of stakeholders. Provide insights to support for key areas such as fundraising, service development and funder reporting. Provide evaluation advice and support to teams and services.
Role Overview	To support the collation, validation, analysis and monitoring of data on service performance and client outcomes, using a range of sources including our case management system, surveys, qualitative evidence and external datasets. The postholder will contribute to and develop clear performance reports for the service and projects where needed. The role will focus on quality data recording to help us ensure key performance indicators are met or exceeded in our funded projects.
Main responsibilities	
Key elements/Tasks	
Main tasks or accountabilities	Contribute to and develop accurate, timely and accessible reports and statistics for internal teams, funders and other stakeholders.

	• Maintain routine reporting processes, including collecting inputs from colleagues and tracking deadlines within agreed reporting cycles. • Extract and clean data from the case management system and other sources to improve data quality, resolve discrepancies and document assumptions. • Create, develop and maintain user-friendly data capture tools, including stakeholder surveys and dashboards, that collects and communicated performance, impact and insight clearly and consistently across teams • Check data from projects and correct omissions or inaccuracies. • Support agreed research and insight projects by collating information and summarising key findings • Provide analysis support for funding applications, evaluations and service improvement work by preparing evidence-based insights and recommendations • Work proactively with colleagues in communications, community engagement and services to ensure data and insights are shared appropriately and consistently
Professional Development	• Attend appropriate internal meetings as agreed with the line manager. • Undertake learning and development to build data, reporting and insight skills. • Connect with others in the Citizens Advice and wider network to share good practice in data, reporting and insight work. • Prepare for and attend supervision sessions and team meetings as appropriate. • Work with the line manager to agree objectives and development priorities.
Research and Campaigns	• Support work that identifies trends and develops thematic analysis to inform system and service developments.

	• Use insights and narratives to illustrate the lived experience behind the data.
Other Duties & Responsibilities	• Be prepared to attend meetings online or in person. • Demonstrate Equity, Diversity and Inclusion principles, values and leadership behaviours in all aspects of work. • Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. • Any other relevant administrative and support duties required to ensure the smooth running of CAWS services. • Support and actively engage in fundraising activities across Citizens Advice in West Sussex.
Administration	• Maintain and monitor effective and efficient administration systems. • Monitor health and safety policies for self and others including volunteers. • Use a range of tools to deliver role including Microsoft 365 apps, Power BI or equivalent, Canva, videos, and case management system. • Liaise with teams, network and external stakeholders.



Person specification

Experience and Knowledge	Essential	Desirable
Demonstrate an understanding of health inequalities and how this relates to social policy with experience of influencing external stakeholders		X
Recent experience of collecting, analysing and communicating data-based insights from a range of sources to inform business development and funder evaluations.	X	
Experience of developing data tools to create dashboards or other reporting outputs to demonstrate service performance and outcomes		X

to internal stakeholders and (where required) external funders.		
Demonstrate an understanding of data ethics to work with client sensitive information.	X	
Working knowledge of data visualisation tools such as Microsoft Power BI, Flourish, Tableau and Excel		X
Skills		
Able to use a range of digital resources to produce high quality reports and other impact and influencing communication assets	X	
Excellent communication skills and attention to detail, taking complex information and presenting appropriately for a range of audiences.	X	
Strong IT skills, including Excel (e.g., pivot tables, charts, and formulas such as VLOOKUP/XLOOKUP) and the ability to learn new systems quickly.	X	
Able to work collaboratively with colleagues, demonstrating good judgement, professionalism and a positive approach to problem-solving.	X	