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| **Job Title** | **Data Insights Analyst (October 2020)**  |
| **Reporting to** | Director of Director of Services  |

**Core Purpose of the Role**

The board of the ISPCC Childline has recently approved a new, innovative strategy that seeks to ensure that every child in Ireland can access our support where and when they need it. The ethos of our support is based on building resilience delivered along the Childline platform of branding. This is a significant ambitious programme underpinned by digital transformation and fundraising growth that will future proof our charity by ensuring we remain relevant to our key audience which are the 1.2m children and young people under the age of 18.

Critical to the achievement of this vision is the role of Data Insights Analyst. The following Job Description is not intended to be a comprehensive list of all duties involved and consequently, the role may be required to perform other duties as appropriate to the post which may be assigned from time to time.

**Purpose of the role**

The role of the Data Insights Analyst is a key strategic enabler for ISPCC Childline. It operates cross functionally across the business collating and monitoring insights from trends in data analysis and reporting. Mainly focused on our Services and Childline functions, the role is a key support role to the business performance and quality control and is responsible for identifying improvements and helping make making informed business decisions. The successful candidate will also work closely with our Fundraising team to support our income goals and our Policy & Research Team to support our advocacy goals.

**Job Details**

The duties include but is not limited to:

* Collecting, interpreting, and analysing data with particular focus on Childline profiles.
* Presenting and reporting the results to the relevant members of the organisation including SLT and CEO. The creation of tailored data dashboards to support all functions within the organisation in their decision making is a key support role.
* Business Partnering with colleagues to establish requirements of the business and how data and analytics can support.
* Identifying trends and patterns in the information and sharing those in a timely fashion with reporting Director, SLT and the business.
* Monitoring and reporting against the organisation’s KPIs to support overall business performance.
* Examine opportunities to creating a more efficient data collection and analysis process working across our various platforms.
* Conducting relevant business related surveys, analysing and communicating the results.

**Experience, Skills and Competecies Required**

* The following experience and skills set and competencies are **highly desirable**
* Support the organisation and teams with expert level ability to identify trends and interpret trends and data in a timely fashion.
* Demonstrate strong analytical and problem-solving abilities.
* Agility to manage multiple tasks to high levels of integrity and paying attention to detail.
* Expert level data storytelling and data visualization ability. Communicate findings to internal teams and co build data-driven business decisions.
* Mindset of continuously improving the quality and accessibility of data.
* Strong knowledge and experience of data cataloging, data modeling and transformation, data stewardship, data governance and data enrichment.
* Experience of design and development of core business metrics to track business health, creation of insightful automated dashboards and data visualizations to track them and extract useful business insights.
* Experience of working with different business and technical teams across a company to establish unified definitions, systems, and data governance for key metrics.
* Demonstrable experience to embed data into identity of the organisation.
* An ability to be able to demonstrate and promote a change mindset into the organisation.
* Engage teams and leadership towards promotion of a strong data culture and the ability capacity to conduct data quality control, audits and suggest improvements.
* Ability to work autonomously, relentlessly prioritize, and collaborate with team members.
* The ability to communicate results clearly and a focus on driving impact; ability to communicate effectively with non-technical stakeholders.
* Motivation to initiate and drive projects to completion with minimal guidance

**The following are essential requirements:**

* Experience of working in a data-driven enterprise.
* Excellent team working skills.
* Business acumen in the sector or related sector in order to illustrate strong business and product intuition and judgement.
* Outstanding analytical and numerical skills, plus experience working with and conducting end-to-end analysis for large and complex data sets.
* An advanced degree (masters minimum) in a highly quantitative field including but not limited to Computer Science, Applied Mathematics, Biomedical Engineering, Computational Physics.
* Have an understanding of one or more of machine learning, data mining, multivariate statistical analysis and mathematical modelling tools
* Strong communication skills to present your findings in a concise yet compelling fashion.