

Job Description

Job title: Analysis & Reporting Manager

Reports to: Head of Analysis & Insight

Based at: Birmingham/London Office

MONEY
ADVICE TRUST

BUSINESS
DEBTLINE

NATIONAL
DEBTLINE

WISER
ADVISER

Job Purpose

To help the Trust achieve its objective of improving the UK's money and debt environment by devising and delivering research and insight strategies, whilst supporting our work to drive impactful change for clients. Championing effective use of data throughout your day to day work and supporting colleagues working with data to drive decision making.

Key Responsibilities

Analysis

- Lead the analysis function of the Trust, using our data to drive continuous improvement across all of our services
- To impactfully communicate analysis to and influence key internal and external stakeholders
- To act as the public face of the Trust, giving presentation/briefings on relevant analysis and reporting projects.

Report Development

- Lead a small team to scope, design and lead development of organisational reporting across several key business areas (telephony, CRM, research)
- Support the training and development of the team in Microsoft BI Stack technologies
- Support the Trust's HoA&I in ensuring the Trust is taking advantage of the latest technologies
- Lead a Trust wide community of best practice Power BI use supporting super users self-serve across multiple business areas

Data Integration

- Advise and support the Trust's development of a data warehouse, combining multiple data sources into a single reporting entity
- Monitor the Trust's data accuracy and highlight errors and themes where identified.
- To act as the public face of the Trust, giving presentation/briefings on relevant research and development projects.
- To develop and maintain external supplier relationships in order to ensure the ongoing effectiveness of Trust-related projects and developments.
- To represent the organisation at conferences, seminars and other events as appropriate and help to ensure that Trust partners are kept informed of the Trust's policy work.

Line management

- To manage staff as appropriate, taking responsibility for:
 - Supervision of compliance with objectives
 - Monitoring of all HR-related issues (training & development, absences, time-keeping, compliance with relevant Trust policies and procedures, including those relating to performance, conduct, capability etc).
 - Conduct of two six-monthly appraisals per annum.

Other

- To uphold good practice and undertake any such duties as are appropriate to the post.
- To assist in preparing briefs for senior management as appropriate.
- To liaise with the Trust's HoA&I to ensure all relevant public-facing work complies with the Trusts corporate guidelines and fits with the Trust's overall communications strategy.
- To contribute to Analysis & Insight budget planning as appropriate.

Person Specification

Qualifications

Educated to degree level or with equivalent experience

Knowledge and experience – essential

- Significant experience leading a team providing an analytical function
- Significant experience leading a team working within the Microsoft BI Stack
- Significant demonstrable personal experience working with Microsoft BI stack applications and technologies (Power BI/Azure/Dataverse/SQL)
- Experience supporting colleagues with using data to support performance management and strategic decision making
- Experience of automating reporting, data validation and workflows
- Experience of designing and managing large projects across multiple departments with multiple stakeholders
- Expert level Excel & other Microsoft Office applications experience

Knowledge and experience – desirable

- Experience of data warehouse design and best practice principals
- Experience improving the transactional efficiency of SQL queries
- Experience working with external stakeholders
- Experience of participating in and presenting at external meetings

Skills and competencies – essential

- Ability to understand, synthesise and clearly present information, both orally and in writing
- Able to absorb complex information and analyse problems and obstacles to identify solutions
- Ability to work across teams
- Ability to work to tight deadlines when required
- Attention to detail

Personal qualities

- Empathy with consumer advocacy
- Passionate about social policy
- Balanced, supportive and innovative in approach
- Creativity and tenacity in solving problems; calm in high-pressure and crisis situations.
- Understanding of the importance and value of data
- Good judgement and capable of dealing calmly and effectively with crisis situations
- Self-sufficient and reliable
- Willingness to travel within UK and work out of normal hours when required
- A commitment to Equality Diversity and Inclusion