Recruitment pack

Leadership
Teamwork
Self-management
Transparency

Enthusiasm
Excellence
Initiative
Focus

www.ciarb.org

CIARB is a registered Charity in England and Wales. No: 803725
Job Description

Job Title: Data Analyst

Date: July 2020

Reporting to: Director of Training and Development

Location: London with occasional travel

Overview

CIARB is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 16,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIARB works in the public interest through an international network of 41 branches.

Job Purpose

The Head Data Analyst will ensure that all data is processed and quality assured so that it can be analysed through appropriate systems with a view to the production of reports that can assist CIARB services and other stakeholders make effective decisions and support the assessment of indicators and other business intelligence processes of CIARB.

Key Responsibilities

- Day to day implementation and overview of the business’s data strategy to ensure that organisational data is systematised with a view to optimising business intelligence and decision-making.
- Awareness of the wider object and business strategy of the organisation, especially how this relates to its operation at a national and global level with multiple stakeholders, and the relevance of data and business intelligence to this operation.
- Clear knowledge of all the data sources within the organisation, including the CRM and other information systems, and ability to work on those sources either individually, together or identify new sources that can inform effective operation.
- Knowledge of all relevant procedures to ensure that optimal data is used, including the cleaning, analysis and processing of data.
- Putting in place effective and robust systems of quality to ensure the highest integrity of data.
- Working with the IT department on data analysis, including developing key formulas, working with APIs and data mining, particularly through appropriate relational and other data bases, with a view to extracting the information that is needed for the growth of the organisation.
- Positioning and appreciating the data within the wider business object and strategy of the organisation so that it is used in a way that successfully furthers the action plan and other operational needs of the organisation.
- Enabling the effective and accurate production of all reports, visuals, dashboards and other outputs to allow different parts of the organisation to make better individual and collective decisions.
- Facilitating the transformation of data to information and knowledge, and helping the different parts of the organisation to share such information and knowledge so as to maximise collaboration and the aims of the organisation.
• Supporting business intelligence so that the decisions are underpinned by key, effective and relevant data.
• Enabling the organisation to measure key performance and other indicators and score carding, and contributing to the development of metric and indicator-based systems that allow for integration and a system of continuous improvement.
• Collaborating with all departments including the IT department, education and training, marketing and policy and research on data usage.
• Minimising all data risks, security breaches, financial and other risks and working with relevant services to ensure that data is handled in a way that is compliant with relevant legislation and other frameworks.
• Furthering a data culture that enables the organisation to meet the needs of its stakeholders, both nationally and internationally, including its members.

Requirements

Essential:
• Relevant higher education qualification in data analysis, including programming languages such as Python and SQL.
• Substantial experience working in data analysis within an organisational setting.
• Excellent problem solving, analytical and business intelligence skills, especially working with large datasets.
• Excellent written and verbal communication skills in the English language.
• Ability to manage multiple projects adhering to logistics, timescales and deadlines.
• IT literate and experience of using MS Dynamics and Office (including Word, Excel and Outlook).
• Experience of using visualisation tools such as PowerBI.
• Strong attention to detail.
• Strong organisational skills; delivering on deadlines and to budget.
• Self-motivation and initiative.
• Ability to work both independently and as part of a team.

Desirable:
• Experience of working in a membership organisation.
• Experience in automating processes.
Summary terms and conditions

Contract: Permanent

Salary: Circa £55,000 per annum

Annual leave: 25 days holidays per annum plus UK bank holidays

Pension: Minimum 8% Employer contribution with minimum 2% Employee contribution

Healthcare: Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme.

Other Benefits:
- Season ticket loan
- Cycle to work scheme
- Perk Box (employee money saving platform)
- Flexible working hours
- Social events e.g. Christmas party, summer party, International day, Charity events
- Weekly fitness class
- Weekly Yoga classes
- 1 a day (Fruit in the office)

Location: CIArb Head Office, 12 Bloomsbury Square, London, WC1A 2LP

Notes: This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

How to apply: To apply for this job opportunity, please send a CV and covering letter to Careers@ciarb.org

Unfortunately, because of the volume of applications we are likely to receive we regret that we are unable to respond to every unsuccessful applicant. If we have not made contact with you within 2 weeks of the closing date you have not been selected for interview on this occasion.

Closing date: 3 August 2020