

Data Analyst

Job Description

June 2024

Job Description

Role Title	Data Analyst
Accountable To	Head of Data & Analytics
Accountable For	N/A
Contract Type	Fixed-Term Full-Time (35 hours per week). We are happy to discuss flexible working options.
Location	Hybrid, a mix of home and office working, minimum 40% office based, central London. We are happy to discuss flexible working options.
Salary	£37,485 - £42,998 dependent on experience, plus £3,150 London Weighting, plus benefits

Role Purpose

Working within the new Data & Analytics unit, sitting under Strategy, this role will support GambleAware to develop its data capabilities to not only support its own activities but that of external organisations that have a role in reducing gambling harm.

We are looking for an experienced Data Analyst who relishes transforming data into meaningful insights presented in structured reports and dashboards and contributing to building a data-enabled organisation.

To achieve this, the role will work with the warm and collaborative team across GambleAware to ensure that there are appropriate data flows within the organisation to support effective decision making. Externally, the role will support the creation and ongoing development of system-wide approaches to improve data and analytics on gambling harms.

Being a new role, there is scope for the right candidate to help shape the nature of the unit and identify how it can best add value to the organisation.

Key Accountabilities

- Contribute to the planning, design, management and implementation of data platforms and data analysis projects
 - Undertake analysis (in collaboration with the Evidence & Insights team) of internal and external data to evaluate performance and drive GambleAware's strategic outcomes
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- Drive the shift from commissioned analyses and reporting to in-house data analytics and reporting by provisioning structured datasets and ensuring data enablement across the organisation
- Support and educate the wider GambleAware team on data analysis best-practices
- Support the development of a new Measurement Framework and its associated outcomes
- Support the development of new Performance & Insights dashboards
- Advise and support on the development new data models
- Manage stakeholder demand and needs by addressing backlog of reporting requirements and new developments
- Oversee the data systems and reporting frameworks, guaranteeing the integrity, performance, quality, reliability and precision of data and data models
- Work closely with teams across the organisation to ensure that data and analytics needs of the organisation are met
- Regularly report updates to the organisation on the availability of data for self-serve use
- Quickly establish working relationships with all GambleAware teams

Key Responsibilities

1. Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences
2. Understand the current data landscape of the organization and system-wide
3. Explore and gather data from sources (internal and external) that can bring value to GambleAware, and ensure the upkeep of databases and data systems
4. Transform raw data into structured information, which can be used by to build insights to drive strategic decision-making
5. Design and build report deliverables, automation and dashboards using MS PowerBI
6. Coordinate with senior stakeholders to align business and informational priorities
7. Identify opportunities for process enhancements
8. Contribute significantly to the strategy of the future state of data and analytics at GambleAware.
9. Undertake any other tasks as reasonably directed by your line manager
10. Adhere to GambleAware policies and procedures
11. Be a good team worker, demonstrating loyalty and commitment to the organisation and team members

Key Relationships

- Head of Quality and Performance
 - Head of Evaluation & What Works
 - Head of Communities & Inequalities Research
 - Head of Innovation & Development
 - Senior Education & Training Manager
 - Data Protection Advisor
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General

- Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences
- Adhere to GambleAware policies and procedures
- Be a good team worker, demonstrating loyalty and commitment to the organisation and team members
- Undertake any other tasks as reasonably directed by your line manager

Critical Competencies

The competency framework sets out how we want people in GambleAware to work.

The competencies are intended to be discrete and cumulative, with each level building on the levels below.

The six competencies below are identified as critical to this role.

Brilliant Basics	<ul style="list-style-type: none">· Create regular reviews of what and who is required to make a project / activity successful and make ongoing improvements· Develop proposals to improve the quality of service with involvement from a diverse range of colleagues, stakeholders or delivery partners· Work with commissioning and charity experts in engaging effectively and intelligently with delivery partners to define and /or improve service delivery
Difference Makers	<ul style="list-style-type: none">· Take opportunities to regularly communicate and interact with colleagues, helping to clarify goals and activities and the links between these and strategy· Proactively seek information, resources and support from others outside own immediate team to help achieve results
Game Changers	<ul style="list-style-type: none">· Develop understanding and knowledge of own work and of team's business area by actively seeking out and sharing learning and experiences

This job description does not form part of the contract of employment and may be subject to change.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> Track record of building effective relationships with internal and external stakeholders to understand business requirements for data and analytics Strong experience of data visualisation tools and techniques, including in dashboard and scorecard design and publishing in PowerBI (or similar) Practical experience with statistical software (Python/R/Excel) Demonstrable experience in relational database practices and techniques Experience working with a range of data architecture/ data processing/management technologies and platforms, specifically MS Azure and Azure Data Factory Experience of producing high-quality management level reporting and presenting findings, including dashboards, charts, and presentations Strong experience of agile methodologies for development of data and technology products Good knowledge of risk management relating to data security, data protection and ethics 	<p>Knowledge of data and business intelligence systems in a healthcare, public health, or local authority context</p> <p>Knowledge of population health management tools and analytics</p> <p>Good knowledge of statistical and data science methods</p>
Skills & Abilities	<ul style="list-style-type: none"> Able to build and maintain positive working relationships with a wide range of stakeholders Able to distil complex technical detail into accessible and meaningful insights for a range of audiences Excellent data management and manipulation skills Ability to work seamlessly across different teams to understand current and future requirements for data and analytics Capable of critically evaluating data to derive meaningful, actionable insights Mastery in data analysis languages including SQL and Python Strong SQL skills (or equivalent) Strong Excel and MS Access (with macros and VBA) Proficient in PowerBI and DAX Exceptional ability to compile, structure, examine and present data with precision and thoroughness A self-starter with strong 'can do' attitude 	<p>ETL and data management/data integration</p>

	<ul style="list-style-type: none"> · Able to deliver progress while also being comfortable with ambiguity or an evolving context · Communicate effectively in a collaborative, complex and high-performing team environment 	
Qualifications	<ul style="list-style-type: none"> · A Bachelor's degree in Computer Science, Information Management, or a comparable STEM qualification, or, experience in related field 	<p>Microsoft Certified: Power BI Data Analyst Associate</p> <p>Other Data Analyst Certification</p> <p>Qualification with major quantitative/statistical element</p>
General	<ul style="list-style-type: none"> · Committed to continuous professional development · Commitment to GambleAware's mission and values · A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity · Eligible to work in the UK 	

How to Apply

Key dates

Closing date for applications is **9am on Thursday 20 June 2024**. Successful candidates will be invited to complete a practical skills test and to present their work in the **week starting 1st July 2024**.

Candidates who pass this pre-selection stage will then be invited to a competency-based interview in the **week starting 8th July**. We reserve the right to close the post and interview ahead of the closing date if & when we receive enough high calibre applications. Therefore, if you are interested, please submit your application as early as possible.

How to apply

Applicants must be eligible to work in the UK. To apply, please submit a comprehensive CV along with a cover letter to recruit@gambleaware.org. Your cover letter should highlight your relevant skills, knowledge, and experience, and outline the approach you would take for this role.

Equal opportunities

All candidates are also requested to complete an online [Equal Opportunities Monitoring Form](#) which will be found at the end of the application process. This should be submitted to recruit@gambleaware.org. This is not mandatory but will assist GambleAware in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equal Opportunities Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

GambleAware is an equal opportunity employer and is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance, and the elimination of all forms of discrimination in the workplace for all staff and job applicants.

Adjustments

We are committed to ensuring everyone can access our website and application process. This includes people with sight loss, hearing, mobility, and cognitive impairments.

Should you require access to these documents in alternative formats, please contact recruit@gambleaware.org. We also welcome any comments or suggestions about improving access to our application processes.

Personal data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your sensitive personal data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

Contact details

For a conversation in confidence, please contact recruit@gambleaware.org and we will come back to you.

Our Guiding Principles

GambleAware has a vision to see a society where everyone is safe from gambling harms. To help achieve this, we are steered by a clear set of values which guide our behaviour and shape everything we do

We are all here to make a difference...

- We start from the perspective of people at risk of gambling harms
- We ask what impact we can have
- We are bold enough to set the agenda and lead the way
- We persevere until we reach our goals
- We do things that leave a legacy

...By working with curiosity and innovation...

- We strive for new ways to solve problems
- We share learning, insights, and expertise
- We are willing to take risks or go out of our comfort zone
- We ask questions and welcome constructive challenge
- We learn from our successes and failures

...And pulling together as one team

- We value everyone's talent and perspective
- We ensure everyone feels welcome and can be themselves
- We collaborate to deliver the best outcomes
- We go out of our way to help each other
- We celebrate everyone's success together

Life at GambleAware

Employee benefits

We are committed to offering our employees a range of benefits to support their wellbeing. We regularly review and update our benefits and the list below summarises those currently on offer.

Flexible Working	Quarterly Staff Feedback Survey
Pension	Private Healthcare
Annual leave, 25 days plus public holidays and Christmas closure	Investment in Staff Development
Employee assistance programme	Mindfulness App
Death in service	Cycle Scheme
Eye-test and DSE assessment	Season Ticket Loan
Annual flu vaccinations	Resilience Fund

Equal opportunities

GambleAware is committed to Equality, Diversity, and Inclusion – with an EDI group at the core of the charity that is committed to driving real change throughout the organisation. Our aim is to ensure that our staff, partners, stakeholders, and those we commission – at all levels – are committed to driving change for a more equitable society promoting zero tolerance towards inequality, exclusion, racism and all forms of discriminations through the organisation and our partners.

GambleAware will be conducting quarterly staff surveys to allow for an open, honest, and confidential way for staff to feedback and share their observations of the charity and make suggestions for improved ways of working going forward.

Career development

At GambleAware, we pride ourselves on offering a work environment that encourage professional growth.

We have a competency framework in place that sets out the skills, knowledge and behaviours that lead to successful performance. The framework is used as a basis for determining what employees need to achieve and how they can work to achieve this.

The framework is designed to empower staff to take control of their career and we deliver on this by offering regular internal and skills-based training opportunities for all employees, at any level. There are also opportunities for

coaching across the team and with junior colleagues and we also provide an internal mentoring framework for all staff.

About GambleAware

GambleAware is the leading independent charity and strategic commissioner of gambling harm prevention and treatment across Great Britain.

We commission the National Gambling Support Network (NGSN) which provides free, confidential treatment to roughly 10,000 people a year, as well the National Gambling Helpline which takes around 41,000 calls a year.

We are independent and evidence-based, with a robust governance process ensuring that the industry has absolutely no input or influence on our work. As part of our work, we also commission workforce training programmes and education hubs, alongside national, public health campaigns.

Gambling harms can affect anyone, not just those who gamble but also their families and communities. These harms particularly affect communities that already face inequalities. People from minority communities or deprived areas are more likely to experience gambling harms.

As an independent charity, GambleAware has an extremely robust system of governance processes in place and is accountable to the Charity Commission. Members of our independent Board of trustees are leaders within the NHS and public health sector and have no connection to the gambling industry. We work closely with DCMS, DHSC, OHID and the Gambling Commission, who all recognise our integrity and independence. The gambling industry has absolutely no input, influence or authority over any of our activity.

In April 2021 we published a five-year strategy which defined the charity's vision of a society where people are safe from gambling harms. This vision is based on a whole-system approach, which acknowledges the many other organisations, networks and individuals, including those who have lived experience of gambling harms, that already play a key role across the system, or have the potential to do so in the future.

We are regulated by the Charity Commission for England and Wales, and the Scottish Charity Regulator (OSCR). Our charitable objectives are:

- a) The advancement of education aimed at preventing gambling harms for the benefit of the public in Great Britain, in particular young people and those who are most vulnerable, by carrying out research, by providing advice and information, by raising awareness, and by making grants; and,
- b) Working to keep people in Great Britain safe from gambling harms through the application of a public health model based on three levels of prevention: primary – universal promotion of a safer environment; secondary – selective intervention for those who may be ‘at risk’; and, tertiary – direct support for those directly or indirectly affected by gambling disorder, by carrying out research, by providing advice and information, by raising awareness, and by making grants for the provision of effective treatment, interventions and support.

Keeping people safe from gambling harms

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GambleAware is the independent charity (Charity No. England & Wales 1093910, Scotland SC049433) and strategic commissioner of gambling harm education, prevention and treatment across Great Britain to keep people safe from gambling harms.

For further information about the content of the report please contact info@gambleaware.org.