



Data Insight Analyst

Job description

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| Grade | Grade C of Mind's Salary Scale |
| Type of contract | Permanent |
| Directorate | Fundraising |
| Team | Data & Supporter Relations |
| Reports to | Data Insight Manager |
| Responsible for | N/A |
| Location | Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office, |
| Hours | 35hrs p/w |

About the role

Mind's Data Insight team empowers teams across Mind to use analysis and insight to understand supporters better and make informed, evidence-based decisions.

We offer an independent, high quality data analysis service to people across Mind who engage with supporters to uncover deeper insights using cutting-edge tools and techniques. Wherever possible, we also deliver data to the fingertips of supporter engagement teams, empowering them to explore and discover insights themselves via dashboards and reports.

As Data Insight Analyst, you will take on your own analysis projects, evaluating fundraising campaigns and other charity initiatives, and identifying actionable insights that can make a measurable impact on Mind's supporter engagement programmes. An important part of your role will be to communicate and present your findings to internal stakeholders.

You will need to be able to work with broad and complex datasets, successfully extracting the 'signal from the noise', navigating data quality issues along the way. You will need a strong grasp of Mind's strategy and purpose and be able to analyse data in the context of fundraising and external relations objectives. The role requires you to work and think independently, sometimes raising challenging questions or observations.

You will also contribute to the development of dashboards and reports in Power BI, and champion the work of the team across Mind, helping design and pilot business processes and knowledge-sharing methods along the way.



Key Responsibilities

1. Working with client teams to define clear business requirements for data analysis projects.
2. Extracting, cleaning and engineering data ready for analysis.
3. Performing exploratory data analysis (EDA).
4. Interpreting data, formulating hypotheses and developing an analytical approach to meet business requirements.
5. Communicating results and making recommendations using data visualisation and presentations.
6. Developing reports and dashboards using Power BI

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Develop a strong understanding of Mind's strategy, objectives and operations, especially in relation to supporter engagement and fundraising
- Work and think independently, sometimes raising challenging questions or observations
- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:



- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Experience of using statistical methods to describe or make inferences about data.
2. Ability to communicate insights and results of data analyses by producing written reports, dashboards and presenting face-to-face.
3. Ability to work independently, using your own initiative, and as part of a team.
4. A strong intuition for how organisations function, and how data insight can contribute.



5. Be clear-thinking, with a creative and innovative approach to dealing with issues and problem solving.
6. Ability to manage and take responsibility for own workloads, handle multiple priorities and meet deadlines.
7. Ability to translate the essence of complex data into language or formats others will understand.

Desirable criteria

1. A good working knowledge of SQL and querying relational databases
2. Knowledge and experience using R, Python or other programming languages for data analysis and engineering
3. Experience of developing reports and dashboards using Power BI
4. Knowledge and experience of using Google Analytics and social media analytics
5. Experience of using SQL Server Management Studio, Azure Data Studio or Visual Studio
6. Knowledge and experience of survey analysis
7. A degree in a numerate subject