Job Description

Job Title	Data Analyst (Reporting Focus)
Function	Corporate Services
Department/Team	Performance and Data
Reports to	Reporting and Analysis Manager
DBS Check Level Required	TBC
Grade/Job Evaluation Level	TBC
Salary Banding	TBC
Created/Reviewed date	September 2025

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within Corporate Services, the Performance and Data department are responsible for supporting operational delivery through optimisation of the data life cycle. The team drive performance by providing insights on key metrics. In addition, they build and maintain systems for data collection, supporting business decision making through analysis and advanced report creation.

Purpose of the Role

The Data Analyst (Reporting Focus) will build and run reports to support operational delivery, analysing and interpreting data to help drive strategic decision-making. The role will be the key contact and technical expert for services in relation to the reporting suite, along with ad hoc report creation.

Key Accountabilities
(List of accountabilities specific to this role)

Service Delivery

- Support service delivery by running and maintaining a suite of reports which cover the end-to-end life cycle. Be the key contact for any reporting queries.
- Provide technical expertise through analysis of what our reports are showing, driving service improvement using data.
- Ensure that the reporting element of the ticketing system is maintained in line with the department service level agreement (SLA).
- Be the key point of contact for services in relation to reporting and analysis queries.
- Support the development and maintenance of the PowerBI reporting suite, ensuring standardised reporting across our operational delivery.

Performance

- Responsible for the day to day 'Reporting' tickets that come into the department, providing support to services through technical expertise.
- Be the technical expert for reporting from the various case management systems across the business, including but not limited to, SystmOne, ILLY, Theseus and Halo.
- Support the senior leadership to identify commonalties in reporting requests so that these can be embedded into the reporting suite instead of being ad hoc.
- Provide reporting and analysis support to all operational delivery, shifting priorities based on organisational need at the time.

Development and engagement

- Work closely with the Data Analyst (Systems Focus) arm of the department to ensure systems are designed in a way that supports reliable reporting outputs.
- Provide analytical support to services following the release of core reports, working closely with other areas of the department to ensure performance measures are understood.
- Input into mobilisations of new contracts, using the technical knowledge to ensure efficient onboarding of the reporting suite.
- Support understanding of reports by running regular report training sessions.
- Attend the required team / management meetings to present analysis across the services and advise on improvements. Present insights and recommendations clearly to both technical and non-technical stakeholders.
- Assist in creating data visualizations and summaries that make complex data accessible and understandable.
- Contribute to a data driven culture that enables decision making across all levels of the business based on accurate and timely information.

General Accountabilities
(List of accountabilities applicable to all roles)

- Model our organisational values that sets the tone for people across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Seek opportunities to develop, learn and continuously improve so that we can develop high quality services.
- Work in accordance with all relevant legislation, policies, procedures and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.

- This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Additional Information

- You may be required to travel as part of your role outside of your normal place of work, which may include overnight stays

Values

Our Values
• **Kindness** - Be generous, caring and compassionate • **Courage** - Be bold, trust, commit • **Respect** - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
NVQ level 3 OR 4 Business admin or equivalent or working towards ECDL advanced - word processing, spreadsheets IBT II & III (Integrated Business Technology)	D
Microsoft Accreditation	D

Skills	Essential or Desirable
Outstanding IT skills, conversant with Microsoft Office with experience in gathering and collating data and producing statistical and other reports.	E
Good general standard of education 4 GCSEs including maths and English	E
Proficient with Microsoft Packages, with experience of using SQL , PowerBI and Excel to analyse data.	E

Strong analytical thinking, attention to detail, and problem-solving abilities.	E
Excellent written and verbal communication skills	E
Willingness to be flexible and adapt to a fast changing work environment. Evidence of	E
Time management skills and the ability to prioritise workload effectively.	E

Experience	**Essential or Desirable**
Experience in a fast-paced, data-driven environment or industry-specific knowledge (e.g., e-commerce, fintech, healthcare).	E
Knowledge of reporting best practices, including an understanding of PowerBI	E
Experience of working within a reporting suite, including the running of reports	E
Experience delivering report changes, user training, and support across diverse teams	E
Experience of working with stakeholders to understand requirements	E
Experience of the sectors in which Waythrough operates	D