



JOB TITLE (LOCATION)	INSIGHT AND ANALYST LEAD – PROGRAMME (LONDON OFFICE)
SALARY AND BAND	BAND 6 – SALARY RANGE £38,705 - £44,911 DOE (PLUS £7,741 - £8,164 LONDON WEIGHTING)
ANNUAL LEAVE	27 DAYS PLUS 9 BANK HOLIDAYS FOR FULL-TIME HOURS
REPORTS TO	DIRECTOR OF PERFORMANCE
DIRECT REPORTS	N/A

About Maggie's

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our long-term ambition is to be there for everyone with cancer in the UK at all 60 cancer centre sites to ensure that there is no-one living with cancer who is unable to access the expert psychological and information support that they so desperately need to live the best quality of life possible. The next five years brings us over the halfway mark to achieving this goal.

About the Post Holder

The post holder will have a background working with quantitative data, with experience of carrying out data analytics and, importantly, will have the ability to translate data into insight. You will be passionate about making data visual and useable and will be able to respond to the needs of the user. You will be able to use various analytical models, including statistical modelling, to identify trends, patterns, contradictions and connections. You will be a good communicator with strong interpersonal skills, able to translate technical concepts simply to key stakeholders. Able to work independently but collaboratively, you will be passionate about supporting people with data and insights to help create a data culture at Maggie's. With strong problem solving skills and an ability to remain calm under pressure, you are able to respond quickly, but accurately to data-driven tasks.

About the Role

As the Programme Insight and Analyst Lead you will lead the analysis, interpretation and visualisation of Maggie's programme and visitor data. Working with key teams across the organisation, you will define the requirements for data analysis projects and you will extract, clean and engineer data ready for analysis. Utilising a variety of analytical approaches to meet the project needs, you will analyse and interpret data and communicate results and make recommendations using data visualisation and presentations. A key part of this role will be the development of reports and dashboards for the Director of Performance and various teams across Maggie's to create insights and impact from data. You will be integral to developing the data culture at Maggie's through the creation of quarterly and annual data reports. Working closely with the Quality and Evidence Researcher, you will also support the Fundraising teams to bring data to life for funding proposals.

In collaboration with the Database and Business Intelligence team, you will be one of the chief drivers of data quality, supporting the implementation of the organisation's data strategy. You will develop a strong understanding of Maggie's strategy, operating model and objectives, especially in relation to Maggie's visitors, and, working with the Director of Performance, you will help analyse data to drive decision making, performance and organisational growth.

March 2024

Key Responsibilities

- Lead the analysis of programme and visitor data. Identify and communicate trends, patterns, outliers, contradictions and connections within data to the Director of Performance, helping to drive organisational performance and growth
- Develop key reporting structures in the current systems of Salesforce, Power Bi and excel as well as future systems, utilising data cleaning processes, to build accurate, reliable and sustainable reports.
- Generate insightful data dashboards and data-driven presentations for use across the organisation to ensure data supports decision-making and drives improvements both within centres and organisationally.
- Work with the Director of Performance to develop data analytics and dashboards to underpin key performance metrics, the performance framework and the forecasting of growth and risk
- Support the Fundraising, Communications and Marketing, and PR and Public Affairs teams to use organisational data in an impactful manner in funding proposals, PR campaigns and external facing communications.
- Collaborate with cross-functional teams to analyse business requirements and prepare detailed specifications for the integration of these systems with existing databases and the data warehouse
- In collaboration with the Quality and Evidence Researcher, bring qualitative data [Quality and Evidence Researcher] and research with quantitative data [this role] together into reports and papers for the Director of Performance to communicate key areas to Maggie's Board and Executive and more widely
- Lead on the reporting and collation of data for Maggie's Impact Reports
- Work with the Database Business Intelligence team to ensure data governance and quality is a key pillar throughout all data projects, systems and processes
- Working with the Head of Operations, ensure data confidentiality and security is present throughout processes

Essential skills and experience

- Degree educated (or equivalent experience) in a relevant field
- Extensive experience in quantitative data analytics with an ability to manipulate and interpret data utilising a breadth of analytical techniques, including statistical and predictive modelling, to interpret trends, patterns and outliers
- Strong knowledge of data reporting and data visualisation through dashboard development to create interactive and insightful dashboards, in particular using Salesforce, Power Bi, Tableau and Microsoft Excel platforms
- Experience generating insight from data, through use of analysis, graphical visualisations, narrative and impact statements
- A strong communicator with experience communicating and presenting data and insight with Heads of Departments/Teams to inform decision-making and performance
- Ability to oversee and manage projects from start at the planning and scoping stage, to finish when sharing results
- Being able to read and write SQL code for querying and manipulating data from databases, data lakes, and data warehouses.
- Understanding the ETL process of extracting data from a source system, transforming it to meet the business requirements and loading it into the data warehouse