



**Working together for a  
fairer Scotland.**

Data Insights Manager



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## A note from our CEO, Derek Mitchell

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“Thank you for your interest in joining Citizens Advice Scotland (CAS). Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with CAS is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people from all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



**Derek Mitchell, Chief Executive Officer  
Citizens Advice Scotland**



## About Citizens Advice Scotland

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The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at [www.cas.org.uk](http://www.cas.org.uk).

## Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

### Work-life balance



- > **35 hour full time working week**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Hybrid Working**
- > **Generous leave:** 30 days annual leave + 10 days public holiday

### Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate
- > **Employee Counselling Service**

### Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution
- > **Capital Credit Union:** access ethical financial services with a credit union membership
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

### Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

## About the role

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**Job title:** Data Insights Manager

**Location:** Edinburgh or Glasgow office

**Workplace type:** Hybrid working - min 1 day a week at the office. This is a minimum, but a successful candidate can opt to be office based 5 days per week.

**Hours per week:** 35

**Type of contract:** Permanent

**Job Level and Salary Scale:** Level 5, £34,398 - £42,043 per annum\*

\*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

**Closing date:** Please ensure you submit your application no later than 17 June 2024, 5pm

**Interviews:** Interviews for this role will take place on 25-26 June 2024

## About the job

Citizens Advice Scotland has one of the biggest databases outside of the public sector providing evidence of the challenges faced by people in communities across Scotland. The Data Insights Manager will lead our work to ensure that we are using this data to its maximum impact both to design the services people need, but also to use data to advocate for people and influence long-term structural change that tackles poverty and inequality and delivers upon our vision of a Fairer Scotland. The successful candidate will lead and nurture a team that is responsible for identifying trends in our data, working with others to build capacity to gather and use data effectively, quality assurance processes, and for producing reports and visualisations that drive our influencing work and demonstrate the impact of Citizens Advice Scotland (CAS) and Citizens Advice Bureaux (CAB) across Scotland. You will work with our Head of Strategy and our Data Governance Lead to ensure that we deliver upon our emergent data strategy.

You will be an experienced data analyst, familiar with using the latest technologies to process data in engaging and accessible ways. You will work with people from all levels across CAS to support them to use data to inform decision making, drive our influencing work and to help evidence the difference we make.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

## Job description

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**Job title:** Data Insights Manager

**Responsible to:** Head of Strategy and Governance

**Line manager responsibility:** Yes

**Budgetary responsibility:** No

### Key responsibilities

- > Develop and deliver a plan of work to ensure that our data can be used to its full potential to support CAS's strategic priorities including driving our influencing work, service improvement and evidencing our impact
- > Work with colleagues in Digital and Technology and our Data Governance Lead to develop our data pipeline to ensure that we have the tools we need to achieve our data ambitions.
- > Lead on the development of automation in our data quality processes and in collaboration with our Digital and Technology colleagues, on the implementation of new technology to support analysis and visualisation
- > Work with the Data Governance lead to make sure our data is well managed and used ethically and in line with data protection law
- > Develop systems to ensure that people across CAS and the wider network have access to the data they need for their role in a format that meets their needs, and importantly that they understand how to use it
- > Oversee the development of a programme of work to improve data literacy across Citizens Advice Scotland and the wider network through training and awareness raising
- > Develop our capacity to analyse qualitative data that we receive from bureaux in order to better advocate on behalf of the people who use our services
- > Work with senior leaders to ensure that they have the data required to drive decisions about the strategic direction of the organisation and wider network
- > Line manage and support the professional development of a team of analysts and a data quality officer
- > Support that team to provide high quality reports and analysis

### Accountability and Decision Making

- > Has overall responsibility for delivering a programme of work to ensure our data is used to its full potential in line with our strategic priorities and data strategy
- > Makes decisions about how data is recorded, processed and used in line with our data governance framework
- > You should work autonomously and require support and guidance from line management only on significant or important issues

### **Problem solving and Complexity**

- > Able to solve complex technical and operational issues by utilising their knowledge and experience in a pragmatic manner.
- > Problems are likely to be complex, requiring considerable analysis and option generation.
- > Expected to manage multiple and competing projects and to prioritise effectively, but tasks will be largely routine in nature.
- > You should be able to resolve the majority of issues without referring to line management,

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.



## Person specification

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### Knowledge, skills and experience

#### Essential

- > A degree or equivalent qualification in a relevant subject area or significant demonstrable experience.
- > Ability to analyse statistical data and communicate findings in a clear and concise way using a variety of tools including PowerBI
- > Experience of using a range of tools for data analysis and visualization including PowerBI
- > Knowledge of computer programming languages including SQL
- > Experience of developing and delivering training and capacity building
- > Experience of developing key performance indicators and other metrics
- > Experience of coordinating, planning and prioritising tasks to meet tight schedules and deadlines
- > A proven track record in building and maintaining collaborative relationships at a senior level with a range of internal and external stakeholders, demonstrating strong interpersonal, networking, negotiating, persuasion and influencing skill
- > Well-developed written and oral communication skills with the ability to clearly articulate messages to a variety of audiences and influence others towards a common goal or vision
- > Demonstrable commitment to working as part of a team and contributing to the professional development of colleagues.
- > Excellent organisational skills
- > Accuracy and attention to detail
- > Proven commitment to learning and continuous professional development
- > Experience of managing a team

#### Desirable

- > Understanding of a non-profit making, charitable and membership-based organisation
- > Experience of working in a membership organisation
- > Experience of supporting senior leaders to use data to make decisions
- > Experience of qualitative analysis tools such as NVivo
- > Experience of delivering data literacy programmes
- > Experience of project evaluation
- > Experience of contributing to the development of IT projects, particularly case management systems

#### Additional requirements

- > Occasional requirement to travel within Scotland

[www.cas.org.uk](http://www.cas.org.uk)



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[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)



[CitizensAdviceScotland](https://www.linkedin.com/company/CitizensAdviceScotland)

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)