



**Working together for a  
fairer Scotland.**

Data Analyst



## 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 Analyst

**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 3, £27,685 - £33,837 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:** 06 August 2024

**Interviews:** TBC

## About the job

The Data Analyst works as part of a team to produce analysis, reports and visualisations to support Citizens Advice Scotland (CAS) and Citizens Advice Bureaux (CAB) in delivering their mission. You will actively contribute to the provision of support to both Citizens Advice Scotland and the network of 59 CAB.

You will work as part of a team to provide high quality analysis, reports and visualisations to support decision-making and evidence our impact to funders. You also work with colleagues to ensure that they understand how data can be used and to contribute to improvements in how we collect and use data. Data is one of Citizens Advice Scotland's key assets and you play an important part in helping us to use it to improve the lives of people across Scotland.

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 Analyst

**Responsible to:** Data Insights Manager

**Line manager responsibility:** No

**Budgetary responsibility:** No

### Key responsibilities

- > To produce high quality analysis, reports and visualisations for a range of uses
- > To support colleagues to use data appropriately within their work
- > To support with data quality checking processes
- > To support accuracy in data recording by helping to keep support materials up to date
- > To support the Data Insights Manager and Senior Data Analysts with the delivery of training and awareness raising
- > To adhere to relevant legal requirements when working with personal data, such as UK GDPR and the Data Protection Act and implement and follow any necessary internal processes.

### Accountability and Decision Making

- > Expected to make many decisions within broad guidelines and to general policies covering a wide range of areas of expertise across data quality and governance, with guidance from the senior members of the team where required
- > Responsible for delivery for tasks assigned to them within agreed timeframes
- > Will work closely with Senior Data Analysts and the Data Insights Manager with minimal supervision on a day-to-day basis

### Problem solving and Complexity

- > Problem solving skills required to help determine the best way to approach analysis
- > Ability to analyse quantitative data to a high standard
- > Ability to use data to answer complex questions

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

- > Ability to analyse data and communicate insights in a clear and concise way, through written reports, dashboards, and presentations to a range of audiences
- > Understanding of data quality principles
- > Able to problem solve and use your own initiative
- > Experience of working as part of a team to deliver outcomes
- > Experience of supporting colleagues to use data effectively
- > Knowledge and experience using Microsoft Excel for data analysis
- > Knowledge of legal requirements relating to data protection
- > A commitment to learning and development and to supporting colleagues to develop

#### Desirable

- > A relevant qualification
- > Experience of developing reports and dashboards using Power BI
- > Experience of undertaking data validation or other data quality work
- > Knowledge and experience using Python, SQL or other programming languages for data analysis
- > Awareness and understanding of voluntary sector, including current issues as they relate to advice and advocacy services
- > Willingness and ability to occasionally travel to work in Bureaux across Scotland

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



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