Data and Insights Officer

Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Sandwell & Walsall.

Want to chat about this role?
If you would like to chat about this role further, you can contact us at: staffrecruitment@citizensadvicesandwell-walsall.org

How to apply?
Please visit our website to download an application form.

Our Aim, Vision & Values

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aim

- ➔ To provide the advice people need for the problems they face
- ➔ To improve the policies and practices that affect people's lives

Our Vision

We will enable individuals and families in need by providing quality advice and advocacy. We constantly expand our partnerships and stakeholder network to strengthen our ability to influence policy and command change for the good of the community. We have highly trained professional teams that have the knowledge and skills to make the biggest positive impact.

Our Values

- ➔ We make a positive difference to the community
- ➔ We develop the knowledge of our people and are a learning organisation
- ➔ We celebrate individual and collective achievements that we can build on
- ➔ We embrace diversity and stand up for equality

Overview of Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

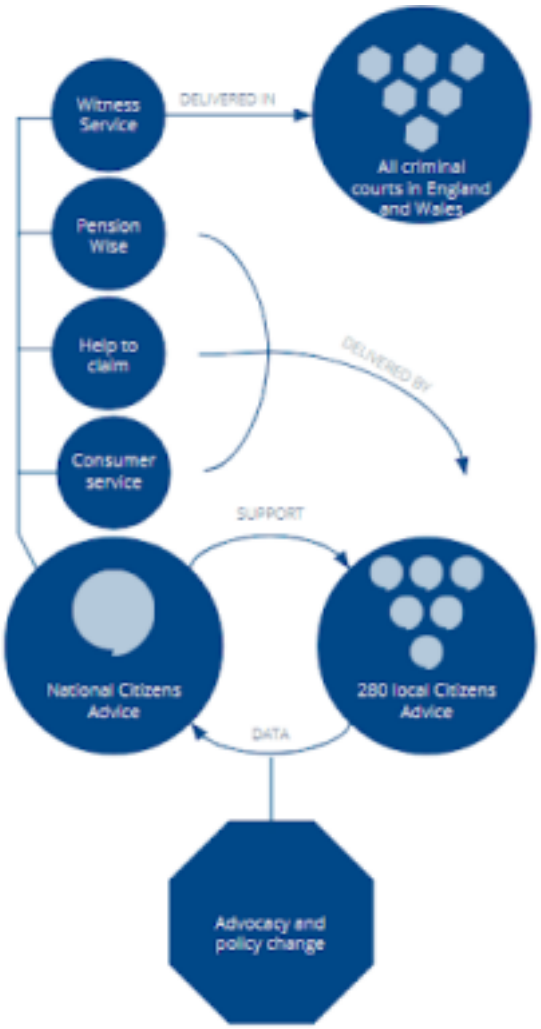
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

We have a network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



The role

Hours: 18-20 Hours a Week
Salary: £31,750 Full Time - Pro-rata
Contract: Fixed Term with option of Permanency if funding is secured
Location: Sandwell & Walsall
Closing date: 13th April 2026 @ 11.59pm
Interviews: 22nd and 23rd April 2026

Job Purpose:

As Data & Insights Officer,

A) You will play a critical role in strengthening how Citizens Advice Sandwell & Walsall uses data to inform strategy, improve services and secure funding.
B) You will lead on data coordination, analysis and reporting across advice services, corporate functions and funded projects.
C) You will ensure our systems are accurate, compliant and aligned to Citizens Advice national requirements, whilst transforming operational data into meaningful insight that drives improvement and impact.

Key Responsibilities:

Data Quality

- Lead on maintaining high standards of data quality across advice and corporate systems
- Coordinate data flows between case management systems and internal tools
- Support system improvements to enhance efficiency and reporting capability
- Ensure alignment with Citizens Advice national data requirements and frameworks

Performance Reporting and Insight

- Develop and produce monthly, quarterly and annual performance reports for EMT, Trustees and Funders
- Create dashboards and visual insight products that highlight trends, risks and opportunities
- Analyse service demand, demographic data and outcomes to inform strategic planning
- Support contract performance monitoring and funder reporting requirements
- Translate complex datasets into clear, accessible insight for non-technical audiences including providing narrative

Funding Opportunities and Growth

- Provide data analysis to support funding applications, bids and regional commissioning opportunities
- Identify trends and unmet need across Sandwell and Walsall to inform service

development
- Support impact reporting to demonstrate social value and community outcomes
- Contribute to business cases and mobilisation planning for new opportunities

Insight

- Translate complex datasets into clear, compelling and actionable insight tailored to different audiences including EMT, Trustees, funders and operational teams
- Produce high-quality written reports, briefings and visual dashboards that clearly explain trends, risks, performance and emerging community need
- Present data findings confidently in meetings, supporting discussion, challenge and evidence-based decision making
- Work with managers and frontline colleagues to contextualise data, ensuring insight reflects lived experience and operational realities
- Develop narrative impact reports that combine quantitative data with qualitative case studies to demonstrate social value and outcomes
- Promote a culture where data is understood not just as numbers, but as evidence that informs service improvement, funding opportunities and strategic growth

Learning, Development and Support

- Support colleagues to understand and use data confidently
- Develop simple guidance, templates and tools to improve data recording practice
- Embed a culture of evidence-based decision making
- Identify opportunities for digital development and system integration

Professional Development

- Identify and implement own learning and development needs through discussion with your Line Manager
- Be committed to continuous personal development and reflective practice

Other such duties may be required from time to time due to business needs, which are consistent with the Job Purpose.

Person specification

Essential	Method of assessment
1.Experience A) At least 2 years' experience managing, analysing, and reporting data across multiple systems to support organisational decision-making B) Experience producing dashboards, reports, and insight products that inform service improvement, strategy, or funding applications C) Experience of Communicating with a Senior and/or Board level colleagues	A/I
2. Knowledge A) Knowledge of using data to support performance monitoring, organisational learning, and evidence-based decision-making B) Knowledge and Experience of using different platforms such a Power-BI to manipulate different data sets and then turn these into insights C) Knowledge and Experience of turning data into insights which can be externally published	A/I
3. Communication and Interpersonal Skills A) Excellent ability to communicate complex data and insight clearly to different audiences, including EMT, Trustees, operational teams, and funders B) Ability to translate data into actionable recommendations, visualisations, and reports that support service improvement and strategic planning	A/I
4. Digital Competence and IT Skills A) Confident using Microsoft 365, Google, spreadsheets, and data management systems to collate, analyse, and report data B) Ability to work with CRM, case management, or other organisational systems to extract and reconcile data accurately	A/I
5. Teamwork and Partnership Working A) Proven ability to work collaboratively with colleagues across teams to embed data-led decision-making and improve organisational outcomes	A/I

B) Experience liaising with external stakeholders, funders, or partners to provide accurate, timely information and insights C) Experience of working with colleagues where data is not an area they are familiar with or understand to the level you work at	
6. Organisational and Self-Management Skills A) Strong organisational skills with the ability to manage competing priorities, adapt to changing demands and maintain attention to detail B) Ability to work independently, take initiative and proactively identify opportunities for improvement or growth	A/I
7. Practical Requirements and Flexibility A) Willingness and ability to travel across the Sandwell & Walsall (base) and undertake occasional out-of-hours support sessions; access to own transport preferred.	A/I

What we give our colleagues

We value all our colleagues and offer a **supportive culture** within a charity setting that is committed to social justice. All of our roles attract a rewarding remuneration package with excellent terms including:

- **Generous Holiday Allowance** – Enjoy **26 days** of annual leave, plus bank holidays—**and an extra day off to celebrate your birthday!** Your entitlement increases to **31 days** after 5 years of service and **33 days** after 10 years
- Secure your future with our competitive **pension scheme**
- **Volunteering Day** – Take one fully paid day per year to support a cause you're passionate about
- All paid staff are eligible to apply for a **Blue Light Card** giving you access to amazing discounts on shopping, dining, travel, entertainment, and more. Helping you save on everyday essentials and special treats
- We conduct **annual pay reviews** to ensure fair and competitive pay

- **Health & Wellbeing Support** – Access to an Employee Assistance Programme (EAP)
- Training programs, funding for **professional qualifications**, or personal development opportunities
- We offer a number of **inclusive policies** designed to cater to the diverse needs of our colleagues. Some of the policies we offer include:
- **Carers' Policy** – Unpaid carers will be entitled to paid leave entitlement of up to 3 working days and 5 days unpaid leave every 12 months
- **Menopause Policy** – Providing guidance and support for those experiencing menopause, ensuring a comfortable and respectful work environment
- **Trans Inclusion Policy** – Committing to an inclusive workplace for all gender identities, with clear support and resources for trans employees

Applicants must have the right to work in the UK. Proof of eligibility will be required before employment begins.

How to apply?

Please complete the application form, highlighting your suitability for the role by addressing the essential criteria outlined in the person specification. Please send your completed application to: **staffrecruitment@citizensadvicesandwell-walsall.org** by the closing date.

If you require any adjustments or support to help you with your application, please don't hesitate to contact us at 07841 599390 or via email at: staffrecruitment@citizensadvicesandwell-walsall.org

Wishing you all the best with your application!