

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



INSIGHT ANALYST

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Insight Analyst

Contract type: 12 months FTC

Hours: 35 hours but flexible working can be explored

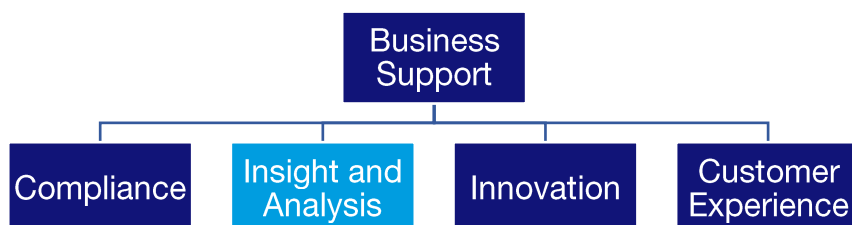
Band: 5

Key relationships (internal and external): Teams in the Engagement and Fundraising Directorate, Operations Directorate and Policy, Campaigns and Influence Directorate

Key focus of the role: As part of our investment in new technologies and systems, our ambition is to deliver more insight and knowledge to the organisation. This role will help us use maximise the use of these new tools and the data available to us to produce insight and make recommendations to drive data driven decisions. There is a focus in this role around income generation and engagement, using data to help us make the most of our investment in fundraising and generate more funds to help us support those living with, or at risk of, diabetes.

Directorate and team

This role sits in the [Business Support Team](#) in the [Engagement and Fundraising](#)



Main responsibilities

- Understand team's analysis requests, prioritise and plan requests and schedule work efficiently.
- Effectively plan workload and use a ticketing system to manage requests and communicate with stakeholders.
- Balance and deliver ad hoc small requests with larger pieces of analysis within Engagement and Fundraising.
- Work closely with stakeholders to understand reports and help them articulate further analysis.
- Liaise between technical and non-technical roles, to ensure that stakeholders understand the underlying data, and the insight available.
- Validate and verify the data presented in the dashboards to ensure its correctness and reliability for decision-making.
- Work with technical roles to support stakeholders to easily access reports and ensure that reports are created compliantly and are shared securely.
- Support stakeholders to engage with analysis and interpret the reports.
- Liaise with the data architects and engineers on updating the curated data layer with new data points and calculations to streamline how data is being fed into the Power BI ecosystem.
- Support teams to think beyond straight forward analysis, utilising third party data and pursuing modelling techniques and machine learning.

Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

You will be able to:

- Work independently to produce automated reports and ad hoc analysis in Power BI and Excel.
- Engage with stakeholders to understand and assess their requirements, produce analysis plans and deliver analysis to timelines.
- Work with stakeholders to translate insight into actionable recommendations, guiding them on how they can use insight to make decisions.
- Present insight in a digestible way, adjusting to stakeholders level of understanding.
- Structure reports to ensure they meet requirements and are concise and consistent without duplication.
- Work with teams to understand and clarify definitions.

You will have experience in:

- Delivering data analysis projects.
- Interpreting briefs and working with stakeholders to understand their requirements.
- Assessing analysis requests to effectively prioritise and schedule work.
- Understanding the wider context and making tailored recommendations.
- Presenting analysis in a digestible way that is appropriate for the audience.

You will have skills in:

- SQL, Power BI/Tableau
- Excel
- Python (desirable but not essential)
- Data exploration and manipulation
- Data modelling

You will have knowledge in:

- Data analysis and the data analysis lifecycle
- Reporting structures – effective dashboarding and reporting in Power BI to visualise fundraising/sales and marketing activity
- Predictive analytics
- Data architecture
- Data governance and compliance

The best person for this job will be (behaviours):

- Confident and able to clearly communicate with others.
- Able to work independently on agreed objectives and work-plans, ensuring accuracy and being mindful of deadlines.
- Competent at developing effective working relationships with stakeholders.
- Enjoy change and proactively suggest and implement new ways of doing things.
- Driven to develop your skills and knowledge by learning from others, keeping abreast of internal and external changes.

Qualifications/professional membership (if applicable):

Qualification in data analytics is desirable

benefits

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefit we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

