

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



REPORTING 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: Reporting Analyst, Better Data Programme

Contract type: 6 months Fixed term

Hours: 35

Band: 5

Key relationships (internal and external): Better Data Programme Team and all internal teams, particularly Business Support, Engagement and Fundraising Directorate, IT, PCI and Information Governance Team.

Key focus of the role: At Diabetes UK, we recognise that becoming a more proactive, data-driven organisation is essential for achieving our ambitious goals. As we prepare to launch a new CRM system in October 2024, this role will be instrumental in supporting our Data Strategy. The focus will be on rebuilding and evolving our existing reports, utilizing data from the new CRM and our carefully curated data layer. The insights generated through this process will play a pivotal role in shaping decision-making across the organisation.

Directorate and team

This role sits in the [Better Data Programme](#) in the [Corporate Services Team](#)

Department



Main responsibilities

The key responsibilities for the Reporting Analyst role are:

- Understand team's reporting requirements for CRM Go-Live and work with them to deliver these into a report.
- Redesign, rebuild and develop automated Power BI dashboards and reports that are needed for when the CRM is launched.
- Develop bespoke data sets for teams to use in reporting.
- Develop the Power BI workspace and user community.
- working closely with internal stakeholders & senior management to understand their Power BI requirements that they can measure the impact of their activities and drive organisational strategy
- Advise stakeholders on how best to design and develop Power BI dashboards.
- Work closely with internal stakeholders to understand how best to structure reports and visualise the data to ensure that they meet their business needs.
- Liaise between technical and non-technical roles, to ensure that stakeholders understand the underlying data, the insight they can get from it and that the reports meet requirements.
- Validate and verify the data presented in the dashboards to ensure its correctness and reliability for decision-making.
- Ensure that reports are created compliantly and are share securely.
- Work with technical roles to support stakeholders to easily access reports.
- Train and support stakeholders to engage and interpret the reports.

- Liaise with the Data Hub team on updating the curated data layer with key data points & calculations to streamline how data is being fed into the Power BI ecosystem.

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 with stakeholders to prioritise and rebuild reports needed for CRM Go-Live in Power BI.
- Advise on how best to use Power BI so that enable teams to understand their impact & react in a timely manner so that they can meet their targets.
- Translate stakeholders' requirements into Power BI reports and dashboards to agreed deadlines.
- Rebuild reports and create summary dashboards that meet requirements.
- Implement a consistent approach to how activity is reported on across products, campaigns and services.
- Advise stakeholders on Power BI best practise to optimise the efficiencies of their reports including shared dataset and workspace structures.
- Ensure that the new reports built are built both compliantly and in the most effective way. Able to quickly learn new systems and understand how data is being transformed between the current CRM, the new CRM and the curated layer in order to build new reports.
- Work independently on agreed objectives and work-plans, ensuring accuracy and being mindful of deadlines.

- Confidently and clearly communicate with others ensuring they have clear expectations of what you will deliver, including timeframes.
- Able to quickly learn new systems and understand how data is transformed between the current and new CRM and the curated layer to build new reports.
- Research developments in Power BI and Power BI best practice.

You will have experience in:

- Data analytics - Experience using SQL to extract and manipulate data and Power BI to build reports, dashboards, and visualisations.
- Experience in stakeholder management and communication, troubleshooting their Power BI issues, collaborating closely with business users to understand requirements and translate technical insights into actionable recommendations as well as advising them on how to optimise their reporting.
- Proven experience in using Power BI to creating reports, bespoke datasets, workspaces, dashboards, and visualizations using the tool.
- Recommending, implementing and administering dataset and workspace structures.
- Implementation of row-level security.
- Understanding relationships, hierarchies, and data structures is crucial for effective reporting.
- Knowledge of Extract, Transform, Load (ETL) processes is essential.
- Knowledge/Experience of the Not-for-Profit sector is desirable.
- Experience of business metrics and how they can be translated into Power BI.
- Experience of analysing large complex data sets, identify trends, and provide actionable insights.
- Experience of troubleshooting issues with Power BI so that issues can be identified and resolved quickly.
- Staying updated of developments in Power BI and Power BI best practice.

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

You will have skills in:

- Power BI to build automated reports and dashboards that show trends and patterns providing insight to the end user.
- Proficient in SQL to extract and transform data and unpick SQL code in existing reports.
- Data extraction, cleaning, and transformation (ETL processes) and proficient in using Power Query to clean, transform, and shape data.
- Understanding relationships, hierarchies, and data structures
- Understanding Business Metrics and translating them into Power BI Reports.
- DAX to write expressions for calculations and custom measures in Power BI.
- Collaborating with internal stakeholders; gathering their requirements and translate them into effective reports.
- Training end-users on how to use Power BI reports effectively.
- Analysing complex data sets, identify trends, and provide actionable insights.
- Troubleshooting to identify and resolve issues.
- Communicating – able to translate technical information and analysis into actionable insight in a simple and accessible way.

You will have knowledge:

- How to model, structure, and organise data for efficient analysis using SQL and Power BI.
- Database design, data architecture, data structures and data quality management.
- Create compelling visualisations using Power BI to convey insights effectively.
- Understand the relevant metrics and performance indicators for your organisation and translate them into meaningful reports.
- Operational, strategic and administrative reporting and understanding metrics and how to best visualise them in a report
- GDPR and relevant regulation to compliantly produce and share data analysis.
- Using Power BI for creating data models and visualizing data.
- Retrieving and manipulating data from databases using SQL.
- Understand how to assess & manage data quality.
- Effective, efficient and secure organisation of PowerBI Datasets and Workspaces []
- Implementation of row-level security in PowerBI []

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

Someone who can:

- Confidently and clearly communicate with others ensuring they have clear expectations of what you will deliver, including timeframes as well how best they can use Power BI.
- Work independently on agreed objectives and work-plans, ensuring accuracy and being mindful of deadlines.
- Develop and maintain effective working relationships with internal customers and managers by understanding their requirements and those of the charity.
- Proactively suggest new ways of doing things to improve what we do.
- Develop your skills and knowledge by learning from other teams, keeping abreast of internal external changes.
- Collaborating with others to understand their needs and keep them engaged.

Qualifications/professional membership (if applicable):

Qualified in using Power BI and SQL for data manipulation report building is essential.

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 the benefits we offer you.



Annual Leave

We want 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 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 careers goals, including offering a wide range of training, which happens throughout the year.



Gym membership

We have a gym membership discount through our cash healthcare 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

