



Working with us:

Data Quality Analyst

Job Pack – July 2023



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
Employee Benefits	5
About the role	6
How to apply	7
Job description	8
Person specification	8

A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. 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 us 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 of 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, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

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.

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**
- > **Blended/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.
- > **Annual On-site Employee Health Checks**
- > **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

- > **Job title:** Data Quality Analyst
- > **Location:** Edinburgh or Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Fixed term contract for a year
- > **Job Level and Salary Scale:** (Level 3) £26,620 - £32,536 per annum*, commensurate with experience

*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:** Monday 21 August 2023 at 12 noon
- > **Interviews:** 29 August 2023

About the job

The Data Quality Analyst is responsible for supporting data quality work and for undertaking analysis and producing reports to support performance management, decision making and reporting to funders. Working within a small Data Team the successful candidate will actively contribute the provision of support to the Citizens Advice Network in Scotland. The Network relies upon on high quality data and information in order deliver high quality advice and advocacy, and the successful candidate will help contribute to the data quality work, records management and overall data governance which supports this.

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.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Data Quality Analyst
- > **Responsible to:** Project Manager - Data
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- To work proactively with key stakeholders across CAS and the wider Citizens Advice network to define data analysis requirements, resolve data quality issues and support continuous improvement.
- To monitor data collected by member Citizens Advice Bureaux to ensure it meets membership standards, and to work with the Data Quality Officer to provide remedial support when required.
- To support data validation processes and to undertake analysis and to produce reports and management information to support performance management, decision-making and reporting to project funders.
- To work with the Data Quality Officer to support colleagues to understand and apply data quality standards.
- To work with the Data Quality Officer to support colleagues to use data appropriately within their work.
- To contribute to the development of new systems and processes to support data validation and analysis.
- 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.
- To contribute to the delivery and improvement of the organisational audit processes relating to data.

This job description is not exhaustive but provides a broad overview of the responsibilities

Accountability and Decision Making

- > Expected to make some decisions within broad guidelines and to general policies covering a wide range of areas of expertise across data quality and governance, following direction from lead officer or line management.
- > Complex or difficult decisions should be referred to the Data Governance Manager/Data Quality Officer with a recommendation on the relevant course of action.

- > Data Quality Analyst will work closely with the relevant Data Governance Manager and Data Quality Officer, with some responsibility for working autonomously with bureaux.
- > Expected to provide guidance and advice to bureaux based on their own knowledge and experience for operational and day to day data capture and quality issues.

Problem solving and Complexity

- > Complexity comes from the wide variety of issues which may be experienced, resulting in a diverse range of tasks which are often unexpected and need to be reactive to current issues within bureaux
- > The post holder would be expected to solve the majority problems using their existing knowledge and experience or by seeking out and referring to existing guidance and more complex tasks require exploration with Data Governance Manager or Data Quality Officer.

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

Person specification

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
- > Knowledge of data governance and data quality issues
- > Ability to take innovative approaches to resolving issues and problem solving
- > Ability to work independently, using your own initiative
- > Experience of working as part of a team to deliver outcomes
- > Knowledge and experience using Microsoft Excel for data analysis
- > Experience of developing reports and dashboards using Power BI
- > Knowledge of legal requirements relating to data protection

Additional requirements

- > Willingness and ability to travel within the specified geographical area and throughout Scotland as required

Desirable

- > Experience of undertaking data validation or other data quality work
- > Knowledge and experience using Python, or other programming languages for data analysis
- > Knowledge and experience of other data visualisation tools
- > Experience of delivering training and workshops Awareness and understanding of voluntary sector, including current issues as they relate to advice and advocacy services
- > Awareness and understanding of voluntary sector, including current issues as they relate to advice and advocacy services

www.cas.org.uk



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[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)