

# Data Insight Analyst

*CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.*

## Context

CAP's mission is to end UK poverty by equipping churches to reach their communities. We exist to empower and serve churches through exceptional partnerships, delivering impactful debt advice and coaching services. Providing accessible, community-rooted support to those facing financial and social challenges across the UK. Our approach is centred on empowering individuals by providing holistic support to achieve financial resilience through expert debt advice and tailored coaching products. This approach goes far beyond financial stability, creating lasting personal and relational transformation and contributing to a society where all can flourish. We are committed to fostering strong relationships with our church partners, ensuring a collaborative and effective service that continually improves to meet the evolving needs of local communities.

## Purpose

The role of the Data Insight Analyst is vital to providing insight which shapes the strategy and improvement of CAP's services. This role is part of the Service Quality and Insight Department, which is responsible for data and policy within the Service Delivery Directorate (responsible for delivering CAP's services to churches and clients). The Data Insight Analysts provide management information for a range of customers, including leadership, trustees and Service Delivery staff, in order to aid strategic decision making, maintain key compliance reporting and support personnel management.

## Passion

We are passionate about strategy, data, insight, improvement, process and automation. All that you do is focused on making sure we have a clear understanding of our priorities and are set up to make automation and technology change, basing our decisions on a good understanding of our data. We are passionate about supporting, equipping, and challenging others to excel in their roles. We seek to continually enable and champion the development of the service we provide to clients and churches.

## Role reports to:

Strategic Manager (Service Quality and Insight)

## Role:

### Accountabilities:

- Provide accurate information and analysis for Service Delivery leadership, including regular updating of our forecasting tools.
- Deliver accessible and useful data and insights that empower leadership and management to manage performance and make evidence-based decisions.
- Maintain and update data policies (to facilitate good governance practices), and technical documentation for all tools and dashboards.
- Deliver assigned projects, on time, to quality and at cost.
- Deliver Insight that informs strategic choices, with a particular focus on the voice of clients and CAPs services.
- Maintain awareness of Service Delivery's strategy, and proactively contribute to Service Delivery strategy discussions, ensuring data drives decisions and improvements.
- Provide data support for statutory funding requests and high-priority strategic projects.
- Identify opportunities for efficiencies to be achieved by changes to current practice.
- Maintain awareness of trends in the industry and how this could impact our capacity to do our work
- Improve engagement with data, data literacy and develop meaningful metrics across Service Delivery.
- Communicate clearly the insight discovered through presentations, discussions and individual conversations.
- Ensure relevant stakeholders are consulted and work collaboratively across Service Delivery and wider CAP.
- Facilitate an innovation culture and practice around Service Delivery and participate in projects that develop these innovative ideas.
- Contribute proactively to the wider Service Quality and Insight department.
- Take responsibility for personal learning and development in data analysis, project management and best practices to apply to your role

### Strategic Lead accountabilities

- **Strategy development.** Uses their expertise to develop strategy for their whole department or a number of departments, usually in collaboration with a Director or Head.
- **Strategy enablement.** Uses their expertise to implement organisation-wide strategies that deliver on our strategic aims (e.g. project management, data protection, recruitment).
- **Influence.** Demonstrates people management or leadership skill in a matrixed organisation.
- **Organisational awareness.** Understands the wider organisation and how their work connects with other things happening around CAP.
- **Self-leadership.** Able to work with individual accountability and autonomy over deadlines, as is the case with most strategic lead work.

## Measurable outputs:

- Deliver various regular analysis reports within the agreed timescale and scope, including quarterly Trustee reports and regular manager updates.
- Regular updating, reporting and forecasting of our client journeys and workload in Service Delivery.
- Provide data and insight to support statutory funding requests, strategic projects or other ad hoc requests.
- Complete required project work within agreed timescales, quality, scope and cost.
- Documentation of tools, dashboards and reports to be kept up to date.

## Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

## Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centred culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer programme and other fundraising initiatives.
- Attending annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

## Person:

### Education:

- Degree level or equivalent

### Experience:

#### Essential

- Experience of data insight and analysis.
- Experienced user of Google Sheets and Microsoft Excel at an advanced level, including a general understanding of scripts.
- Experience of leading group workshops.
- Experience of report-writing and/or drafting professional documents.
- Experience of having to work using your own initiative.
- Experience of having to meet deadlines or targets.

Desirable:

- Experience of debt advice, and CAP procedures.
- An understanding of lean principles and how to implement them.
- Experience of using relational databases, SQL queries and management information tools.
- Experience of using a Salesforce-based system
- Experience of project management

### **Skills/Abilities:**

- Driven to deliver results.
- Ability to prioritise time, tasks and attention effectively.
- Excellent problem solving, analytical and evaluation skills
- Ability to learn new skills and adapt quickly.
- Excellent visual and written communication skills.
- Ability to clearly communicate technical information.
- Ability to work independently on set tasks
- **Able to collaborate across teams and departments.**
- Able to hold a good balance between detail and the 'big picture'.
- High level of discretion
- The ability to use initiative.
- Passionate about developing and improving existing processes.
- Able to use or able to learn advanced features of Google Sheets and Excel, including functions such as VLOOKUP, INDEX, MATCH, OFFSET, INDIRECT, nested IF functions, array formulas, charts, dynamic ranges, named ranges, data validation and Google Apps Script.
- A confident, quick learner with a capacity for large workloads
- Excellent people skills.

### **Christian commitment:**

- The candidate must be able to verbally assent to and practically demonstrate Christians Against Poverty's Statement of Faith and Core Values.
- The candidate must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

**January 2026**