

DATA INSIGHTS VOLUNTEER

Role Profile

Purpose of the role

- To help Citizens Advice Esher & District to develop systems and procedures to provide accurate, consistent and regular data from our data set and then to analyse and interpret this data to draw insights and understanding across a range of topics and areas, with particular focus on improving our service delivery, assisting our fundraising efforts and informing our Research and Campaigns work.

Main duties and responsibilities

- Helping to identify ways to continuously improve processes and procedures of accurate data recording, record keeping and document production, using IT effectively to enable place-based working.
- Working with the CEO and deputy CEO use our database management system to generate reports, data analysis and insights to support funder requests, research and campaigns work, funding bids, marketing campaigns, statutory information requests and organisational insight.
- Producing written reports on our insights, learnings, recommendations and findings from our data for our staff, trustee board, regional and national Citizens Advice groups and external stakeholders.
- Working with other agencies and Citizens Advice offices to further our charity's and the wider Citizens Advice network's influencing and awareness aims.
- Attending monthly staff meetings

Personal qualities and skills

Volunteers are not expected to have all the skills needed for the role on appointment. All volunteers receive support and practical assistance and take part in a training programme to develop the skills needed for the job.

Potential data insights volunteers should be able to demonstrate that they:

- Have an understanding and acceptance of the aims and principles of the Citizens Advice service
- Have an awareness of discrimination and can provide a non-judgemental service
- Understand and accept the need for a confidential service
- Have a strong sense of justice
- Are willing to use Citizens Advice nationally provided resources to support national policy work, and seek support from national Citizens Advice when needed
- Have an attention to detail and accuracy in data handling and analysis
- Can collect data from a range of areas relevant to local, regional or national campaigns

Citizens Advice Esher & District

- Can analyse, understand, summarise and present data in a range of formats, including written reports and presentations
- Are able to write accurately and clearly to produce reports
- Are able to use a range of software programmes competently, e.g Microsoft Office suite
- Willingness to learn new software programmes
- Are able to progress through the Citizens Advice digital training programme as a self-directed learner
- Are able to work as a reliable team member and commit to the minimum required time of two years volunteering