

Data Analytics Systems and Reporting Officer

Job Description

Job Title	Data Analytics Systems and Reporting Officer
Reporting Line	Head of Data Analytics
Client	Data Analytics
Salary Range	Up to £36,000, depending on experience.
Job Purpose	To provide technical and operational support across the Data Analytics function. This includes carrying out the production, maintenance and improvement of Power BI dashboards and reporting solutions under the direction of the Head of Data Analytics, alongside wider support for data preparation, quality assurance, routine and client reporting, insight products, process improvement, research activity and business-development projects.
Key Internal Organisational Relationships	Head of Data Analytics, Guardian team, Operations Managers, client-facing colleagues involved in reporting, insight or service development, wider management team and colleagues who use or maintain data and reporting systems.
Key External Relationships	Clients, software and system providers, external data and research contacts, and other organisations involved in reporting, benchmarking, data quality or insight activity as required.
Key Accountabilities	Responsible for carrying out the technical design, build, testing, deployment, maintenance and troubleshooting of Power BI dashboards and reporting solutions in line with agreed priorities and requirements. Also responsible for providing practical support across data preparation, quality assurance, reporting, documentation, systems improvement, insight products and other data projects that support service and business development.
Main Duties	• Carry out the technical design, build, testing, deployment, maintenance and scheduled refresh of Power BI dashboards and reporting solutions in line with agreed requirements. • Translate agreed business and reporting requirements into effective data models, calculations, visualisations and user-focused dashboard outputs. • Build and maintain the data processes, calculations and connections needed for Power BI dashboards to work accurately and update reliably. • Monitor dashboard performance and refreshes, diagnose faults and resolve technical issues, escalating where external support or wider decisions are required. • Maintain dashboard datasets, definitions, source notes, version control, technical documentation and release records. • Apply appropriate testing, validation, access and quality controls before dashboards or changes are released. • Improve dashboard design, functionality, accessibility, performance and usability through planned development and user feedback.

	• Prepare and structure data from different sources for dashboards, reporting and analysis. • Carry out data cleaning, validation and quality assurance, investigating inconsistencies and supporting corrective action. • Prepare routine data extracts and reporting datasets for client, operational and internal reporting. • Support the preparation and delivery of recurring client reports, annual reports, quarterly data reviews, national data responses, benchmarking materials and evidence packs. • Maintain reporting trackers, schedules, audit trails, definitions, templates, guidance and supporting documentation. • Support improvements to data-capture processes, reporting formats, systems, workflows and controls. • Provide technical guidance and practical support to colleagues using dashboards and routine reporting processes. • Support Dialog-related administration and development, including data requirements, change requests, testing, trackers, user guidance and release documentation. • Collate external reports, survey publications and data sources to support research, horizon scanning and wider insight work. • Provide technical and operational support for data, reporting and analytics projects that contribute to business development, service improvement, new products or client opportunities.
Additional Duties	• Respond to routine data and reporting queries and provide practical guidance on reporting processes and data quality. • Provide cover and support across routine data and reporting activity during periods of absence or increased workload. • Undertake other reasonable duties appropriate to the level of the role.

Data Analytics systems and Reporting Officer Person Specification

Qualifications	Essential	• Relevant qualification or equivalent practical experience in data analytics, business intelligence, information systems, statistics, reporting or a related field.
	Desirable	• Relevant Microsoft, Power BI, Excel, data management or quality assurance certification.
Experience	Essential	• Experience designing, building, testing, deploying and maintaining Power BI reports and dashboards to agreed requirements. • Experience preparing, structuring, cleaning and validating datasets from different sources. • Experience troubleshooting dashboard, refresh and data-quality issues. • Experience maintaining technical documentation, version control and reporting records.

		• Experience working to recurring reporting deadlines and handling confidential or sensitive information appropriately.
	Desirable	• Experience delivering reporting, dashboard development or business intelligence activity in a healthcare, public sector or regulated environment. • Experience working with CRM, case management or customer management systems. • Experience identifying and implementing automation or reporting process improvements. • Experience supporting data or reporting work linked to service development, new products or client opportunities.
Required Skills	Essential	• Strong practical knowledge of Power BI, including building reports, preparing data, creating calculations, managing table connections, scheduling refreshes and troubleshooting. • Strong Excel skills, including formulas, pivot tables, structured tables and data cleaning. • Ability to translate agreed requirements into reliable technical outputs. • Ability to apply quality assurance, testing, validation and access controls to data and reporting outputs. • Ability to document processes clearly and maintain accurate records and version control. • Good written and verbal communication skills, including explaining technical information clearly to non-technical users. • Organised and able to manage recurring reporting deadlines alongside planned development and improvement work. • Ability to work independently on technical tasks while escalating decisions outside agreed requirements.
	Desirable	• Understanding of data quality, reporting governance, standard operating procedures and audit processes. • Knowledge of data protection and information-governance principles. • Experience using organisational data to support insight, benchmarking, service development or external publications.
Personal Disposition	Essential	• Accurate, reliable and conscientious. • Professional, discreet and able to maintain confidentiality. • Proactive, practical and solutions focused. • Methodical and able to work independently. • Collaborative and willing to support colleagues. • Committed to continuous improvement and high-quality delivery.
Particular Requirements of Role	This is a technical and operational data and reporting role. The Head of Data Analytics will retain control of priorities, scope, reporting requirements, analytical approach, product direction and final approval. The postholder will carry out the agreed Power BI development and maintenance work and provide wider support across data preparation, quality assurance, reporting,	

	documentation, insight products, process improvement and business-development projects. The postholder will be expected to work accurately with confidential client, case and organisational data and to follow agreed data handling, quality assurance, governance and approval processes.
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