



Performance & Impact (Data) Analyst

Job Description

Location:	Head office : Eldon Street, Thornaby, Stockton-on- Tees, TS17 7DJ though as a flexible employer, hybrid and home working will be considered.
Job Type:	Permanent – Full or part time
Hours:	37 hours per week. Usual contract is 8.30 -5 pm (4.30pm Friday) however this role can work flexibly with working hours to be agreed
Responsible to:	Reporting to the Head of Financial Inclusion, this role will also feed direct into the senior management team and have dotted line responsibility.
Salary Scale:	c£28,000 (FTE)
Job Purpose:	Identifying, extracting, and analysing statistical (performance and financial) as well as customer data to identify trends to improve performance, improve customer experience, manage risk, and identify opportunities to continuously improve and to develop new products and services to respond to customer, community, and external need. Using data and insight to collate and produce evidence to showcase the social, financial, and economic impact Five Lamps delivers through its products and services.

Duties & Responsibilities

Primarily working in our Financial Inclusion team, you will be responsible for the delivery of effective and efficient information analysis, through interrogation and connection of performance data specifically relevant to lending and collections (financial inclusion) and across the wider charity. This role is responsible for identifying and reporting trends to the senior management and leadership team to support the business to make informed decisions, deliver continuous improvement, ensure efficient systems and ways of working and to influence new products and services. As a Charity we need to evidence the impact we make. The Data Analyst will play a lead role in collating, extracting, and evaluating data to feed into this.

This is a new role therefore the role and responsibility will evolve as Data and Insight becomes widely embedded within the business. The job description is not restrictive. Working within a charity we are all expected to roll up our sleeves and take individual and collective responsibility for delivering our objectives. You will be required to undertake any other duties and responsibilities as may be reasonably required within the scope of the post and specifically in relation to data and insight.

1. To analyse and update and present financial and performance models

- a. To collate, extract, analyse and report on the data and insight to produce performance monitoring, exception, and improvement reports.
- b. To identify and establish efficient systems and methods to collate and store relevant data and insight
- c. To identify and recommend, with evidence areas for performance, service, system, and product development.

- 2. To evidence and lead on Impact Reporting.**
 - a. To lead on the extract and analysis of data to evidence the social, financial, and economic impact of Five Lamps activities.
 - b. Specifically lead on the production of financial inclusion impact reporting to evidence how our affordable lending products have supported people with financial inclusion and where possible to identify financial savings and other social impacts.
 - c. To work across the charity pulling together data that illustrates the wider impact of all of the connected activities

- 3. To oversee Customer Insight and Analytics to improve the customer experience.**
 - a. To build and report on a suite of customer analytics
 - b. To identify and report on emerging trends, changing customer demographics and behaviours and make recommendations for improvements.
 - c. Horizon scanning and awareness of external factors influencing Five Lamps activities and our customers and utilising data to compare and track performance.

- 4. Business & Governance Reporting.**
 - a. To produce weekly, monthly, quarterly, and annual reports as required
 - b. To produce analytics to support the production of Board, Investor and other reports as needed.
 - c. Risk management including compliance with and to GDPR regulation regarding data and its use.

- 5. Financial Inclusion & Conduit**
 - a. Work closely with the Financial Inclusion Management Team to support the delivery of the Affordable Lending Programme.
 - b. To implement and report on relevant data across the end to end lending system.
 - c. To produce evidence and compare performance against the financial and lending model identifying and reporting on adverse performance.
 - d. Lead on benchmarking and comparison with other CDFIs (personal lenders) and other relevant organisations.
 - e. To attend meetings as and when required to representative Five Lamps and specifically Conduit (affordable lending brand)

- 6. ICT & Systems**
 - a. Developing and maintaining data analytical systems to enable others to self-serve and access relevant information to enable them to deliver their roles.
 - b. Work with the ICT and Business Transformation Manager to ensure the systems remain fit for purpose.
 - c. Where needed, to support with the upgrade and maintenance of the lending systems to ensure this is fit for purpose and can deliver the raw data required for effective data analysis.

- 7. To support the delivery of the Five Lamps charitable objectives.**
 - a. Work across the charity connecting and highlighting trends across all service areas.
 - b. Work with the wider leadership team to raise awareness of the importance and relevance of data and insight and help improve the way we collate, use and value this within the business.
 - c. To identify local trends and opportunities for growth and improvement.

- 8. To be a Five Lamps Ambassador.**
 - a. To maintain professional knowledge and skill via CPD
 - b. To have a continuous learning and improvement mindset and approach to work.
 - c. To maintain skill set/understanding in line with technological and best practice developments relating to Information Analysis and more widely Business Intelligence.
 - d. Maintain the highest standards of customer and corporate confidentiality at all times.
 - e. Adhere to Five Lamps' policies on Health and Safety and Equal Opportunities at all times