

Insight Analyst – Dementia Services

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Insight Analyst – Dementia Services

Position in the Organisation

Reports to the Data Insight and Analysis Lead.

Member of our Insight Team within our Quality and Insight function.

Part of our Practice and Compliance department within the Dementia Support and Partnerships directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

This is a key role with the opportunity to drive evidence-led decisions affecting the quality, safety and reach of our services. You will provide crucial insight into our delivery and funding to guide projects and initiatives as part of our “Help and Hope” strategy. Your work for a range of audiences will be engaging, robust and jargon-free, drawing on a variety of analytical and visual techniques.

Day-to-day, you will work closely with stakeholders in our directorate across a range of projects concerning the delivery, funding, safeguarding, quality of practice and reach of our local and universal services. You will undertake diverse tasks, including longer-term projects and focussed pieces of work to “deep dive” into a particular area of opportunity or risk. In all work, you will be naturally inquisitive and seek continuous improvement.

The role will foster strong relationships with our stakeholders in the directorate, the Quality team, Evaluation and Impact team, the central Data department, and across the wider reporting and insight community.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

Strategy

- Contribute to the Quality and Insight planning for the directorate.
- Support senior colleagues with data analysis to deliver strategic planning, measurement and programme improvement.

Data Analysis and Insight

- Analyse data using methodologies appropriate to the dataset (e.g. multivariate analysis, regression analysis etc.)
- Develop knowledge of our service delivery and external health/dementia landscape.
- Contribute insight for bid and tender submissions in line with Business Development and commissioner requirements.

- Combine internal and external datasets (e.g. NHS/ONS) and apply appropriate statistical/analytical techniques to enrich business understanding.
- Create engaging written and presentational reports for all levels of the organisation.
- Use appropriate data visualisations to present data in engaging and easily interpretable ways for non-data professionals.
- Prepare “deep dive” analysis as required for reporting deadlines, e.g. our Quarterly Business Review.
- Explain verbally and through documented methodology, how data has been analysed for both technical and non-technical colleagues.
- Use SQL to extract relevant data for analysis.
- Use modern and innovative solutions to solve analytical problems (e.g. machine learning, R, Python).

Project Management

- Ensure insight projects have defined scope, timelines aligned with directorate priorities and realistic, communicated deliverables.
- Identify risks and interdependencies in relation to other analysis or IT developments.

Team Working

- Collaborate with the Reporting Analyst and Insight Officer to ensure consistency in reported measures, documentation and presentation.
- Work closely with the Quality team to aid strong data practices and improve the monitoring and understanding of service outcomes.
- Work with colleagues in the Data department to share best practice and improve data quality for insight and reporting.

External Facing

- Represent the team at role-appropriate meetings (e.g. statistics working group)
- Represent the team at external presentations and meetings as appropriate.
- To promote and advance the directorate and organisation’s data literacy.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person Specification and Selection Criteria

| Skills & Knowledge | Essential (E) or Desirable (D) | Application (A) or Interview (I) |
|--|--------------------------------|----------------------------------|
| Advanced skills in statistical analysis through qualification and/or experience. | E | A/I |
| Extensive experience in presenting insight in visualisations and written reports sensitive to the audience. | E | A/I |
| Ability to use a variety of techniques to extract and structure data for analysis, e.g. SQL, APIs | E | A/I |
| Experience of taking a lead role in data analysis projects. | E | A/I |
| Intermediate skills in using statistical analysis software packages such as R, SPSS or SAS. | E | A/I |
| Working knowledge of Data Protection regulations. | E | A/I |
| Experience of using R or Python, or other analytical software to perform data structuring, analysis and visualisation. | D | A/I |
| Experience of systems and data within a provider of care and support services. | D | A/I |

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|--|---|-----|
| Experience of working with geographical mapping (GIS) data | D | A/I |
|--|---|-----|

| Competencies & Personal Attributes | Essential (E) or Desirable (D) | Application (A) or Interview (I) |
|---|---------------------------------------|---|
| Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves. | E | A/I |
| Excellent organisational and timekeeping skills. | E | A/I |
| Ability to immerse self in business areas to understand business objectives. | E | A/I |
| Ability to communicate complex data insight to non-technical colleagues. | E | A/I |
| Ability to communicate data issues and development ideas to technical colleagues. | E | A/I |
| Commitment to an approach to analysis and insight which is equitable and inclusive and seeks to address issues of bias highlighting areas of inequality | E | A/I |

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave