

Job description

Job Title: IT Data and Systems Analyst

Date: August 2021

Reporting to: Director of IT and Digital Transformation

Location: London – hybrid post pandemic

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 17,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

Job Purpose

The post holder will be responsible for further building of the CIArb data infrastructure from various sources both within and outside CIArb. The post holder will also be required to produce self-service dashboards as well as analysis to allow effective decision making and reporting.

Role's Overview

The IT Data Analyst will ensure that all data is processed and quality assured so that it can be analysed through appropriate business systems with a view to the production of reports that can assist CIArb services and other stakeholders make effective decisions.

CIArb uses the Microsoft Cloud Technologies to bring together and store the data and produce dashboards and reports using PowerBI.

Key Responsibilities

- Day to day implementation of the business's data strategy to ensure that organisational data is warehoused and used appropriately with a view to optimising business intelligence and decision-making;
- Awareness of organisational business strategy and how this relates to the organisation's operation at a national and global level and the relevance of data to this;
- Understanding of all the data sources within the organisation, including the CRM and other data sources, building of relevant systems and working on those sources and systems for the organisation's growth;
- Knowledge of relevant procedures to ensure that optimal data is used, including the quality assurance of, cleaning, analysis and processing of data;
- Knowledge of data governance and positioning the data within the wider business object and strategy of the organisation so that it is used in a way that successfully furthers the action plan of the business and enables key performance indicators to be measured;

- Facilitating the production of reports, visuals, dashboards and other outputs to allow different parts of the organisation to make better individual and collective decisions;
- Minimising all data risks, security breaches, financial and other risks and working with relevant services to ensure that data is handled in a way that is compliant with relevant legislation and other frameworks.

Requirements

Essential:

- Relevant higher education qualification in data analysis;
- Experience of building relevant systems, including data warehouses;
- Experience of successfully working with data within a business setting.
- Excellent business intelligence skills, especially working with large datasets;
- Excellent written and verbal communication skills in the English language;
- Ability to manage large projects adhering to logistics, timescales and deadlines.
- IT literate and experience of using MS Dynamics, other MS systems and Office (including Word, Excel and Outlook);
- Experience of using visualisation tools such as PowerBI;
- Experience in Azure SQL database and Azure Data Factory
- Strong attention to detail;
- Strong organisational skills;
- Delivering on deadlines and to budget;
- Self-motivation and initiative;
- Ability to work both independently and as part of a team.

Desirable:

- Experience of working in a membership organisation.
- Experience in automating processes.
- Experience in Statistical Analysis

Summary terms and conditions

Contract:	Permanent
Salary:	up to £50,000 per annum
Annual leave:	25 days holidays per annum plus UK bank holidays
Pension:	Generous Pension Scheme
Healthcare:	Company scheme subject to terms and conditions.
Life assurance:	Company life assurance scheme.
Other Benefits:	<ul style="list-style-type: none">• Season ticket loan• Cycle to work scheme• Perkbox (employee money saving platform)• Flexible working hours• EAP (Employee Assistance Program)• Social events e.g. Christmas party, summer party, International day, Charity events• 1 a day (Fruit in the office)
Location:	CI Arb Head Office, 12 Bloomsbury Square, London, WC1A 2LP
Notes:	We are keen to encourage applicants from all identities and walks of life.
How to apply:	To apply for this role, please click on HERE
Closing date:	1 September 2021