Job description

Job title:	Personal Support Data Analyst
Reports to:	Director of Performance and Analytics
Management of:	None
Directorate:	Personal Support
Job family:	Enabling
Location:	Home Based/Flexible
Role specific requirements:	Mon – Fri 37.5 hours per week

Joining Us
Mencap is a leading voice of learning disability in the UK. Everything we do is about valuing and supporting people with a learning disability, their families and carers.

Our colleagues are positive, committed and passionate about supporting people with a learning disability to live the lives they choose. We love individuality and the unique perspective that every single colleague brings to Mencap.

About the role
The aim of this role is to support and empower the directorate to drive commercial growth, reduce voids, and manage key performance indicators with accuracy and foresight.

- We have an exciting opportunity within Personal Support directorate to redefine how we interpret and act on our data.
- This role calls for a passionate data analyst with Power Bi experience who can bring together complex, multi-dimensional data sets from people, finance, operations and quality into intuitive and actionable dashboards.
- We are looking for someone who can improve and unify existing data sources, integrating finance, people, operational and quality datasets to provide clarity of performance across PS.
- Someone who can design and develop dynamic Power BI dashboards that support real-time decision-making and strategic oversight of commercial viability, service occupancy, and other KPIs
- We are looking for a data analyst who can challenge, improve and unify existing data sources, integrating finance, people, operational and quality datasets to provide a full picture of performance across PS.

You will take the lead on:

- Designing and developing dynamic Power BI dashboards that support real-time decision-making and strategic oversight of commercial viability, service occupancy, and other KPIs within the directorate.
- The development of robust data models, ensuring data accuracy, quality and integrity across systems.
- Guiding better ways of working through enhanced insights and trend analysis.
- Using Power BI, Excel, and SQL confidently and independently to analyse data and generate insights that improve operations and strategic decision-making.
- Preparing and delivering performance and insight reports, working with cross-functional teams including Finance, Quality, Business Development, and Operations.
- Supporting our wider data and technical teams to promote data quality, resolve data integrity issues, and ensure systems are up to date and aligned to business needs.
- Supporting our colleagues in various teams; Finance, Bids and Tenders, Operational with accessing and interpreting reports and dashboards.
- Responding to ad-hoc requests for metrics and prepare tailored presentations for leadership teams.
- Supporting stakeholder engagement by presenting data stories in a simple, visual and meaningful way that highlights risks, opportunities, and improvements.
- Continuous improvement on how the directorate uses data to inform decision making, identify risks and how the directorate reports performance.

About you

What you'll bring

- You will role model our five values: passionate, brave, kind, inclusive and positive in all your work activities.
- We are looking for someone who has a passion for interpreting data and a willingness to learn new systems and processes.
- You'll need to be able to demonstrate your creativity and growth mind-set, analysing large volumes of data and presenting this in an engaging and meaningful way.
- We expect all our colleagues to work collaboratively, providing an exceptional level of customer service and being flexible and adaptable to varied demands, forming great relationships across our teams.

Your experience and knowledge

- We're looking for someone with at least three years' hands-on experience using Power BI to dig into complex data and turn it into clear, engaging insights that others can act on.
- Python and SQL experience is essential as you will use these tools regularly to extract and explore data in smarter ways.
- A minimum of a GCSE Grade A-C in Maths
- A recognised IT qualification to feel confident tackling the range of analysis this role involves.
- Most importantly, we want someone who can challenge positively who is able to spark insightful conversations and ask the right questions to move things forward.

- You should be comfortable and confident using the full Microsoft Office suite, especially when pulling together reporting packs or working across teams.
- Some project management experience is desirable but not essential, being able to see the bigger picture and help coordinate moving parts will support you in this role.

The process
We want to give everyone an equitable opportunity to join us. We're therefore not reviewing CVs – instead we'll be reviewing your compatibility for the role. First, we'll be inviting you to write about why you want to join us, how you meet the 'about you' section above and about your passion for people data. As part of our interview process, there will be a short exercise to demonstrate your experience to analyse and interpret data.