

Data, Insight and Management Information Officer

Job pack

Thank you for your interest in working at Citizens Advice 1066. In this job pack you will find information about:

- Citizens Advice 1066
- The National Citizens Advice service
- The role profile and person specification
- Application guidance notes



Need more information?

If you have further questions about the role, you can call 01424 721420 or contact us at recruitment@citizensadvice1066.co.uk.



To apply

Please complete the application form **in full** and return to recruitment@citizensadvice1066.co.uk

Please note that we do not accept CVs.

Citizens Advice 1066

As a member of the Citizens Advice service, Citizens Advice 1066 provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our area in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.



Our values

We're inventive – We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous – We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible – We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us

We're local and we're national

Citizens Advice 1066 has offices in Hastings and Bexhill and supports people across East Sussex through local outreach services, as well as specialist energy, immigration, and debt advice. The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of over 250 local Citizens Advice members across England and Wales.

We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to – and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

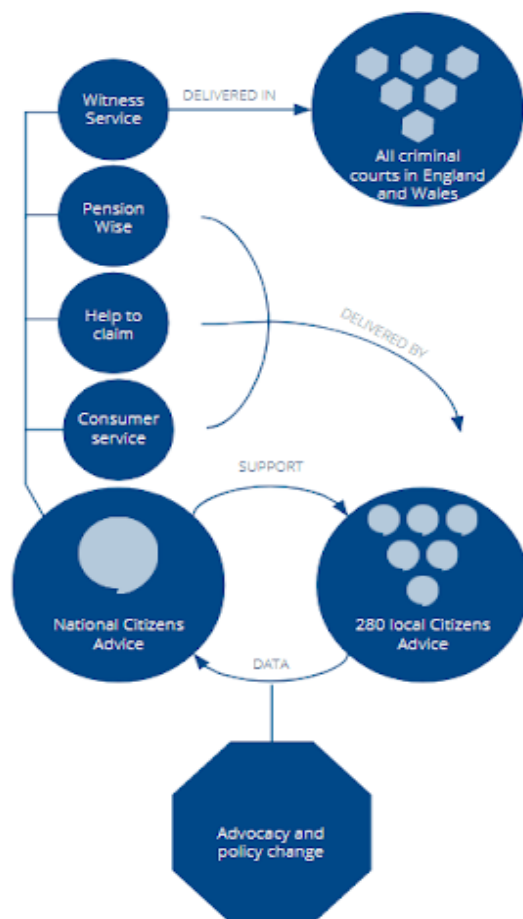
The Citizens Advice network delivers services from:

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- Over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



The role and our team

The role you're applying for is: **Data, Insight and Management Information Officer**

The role will report to our CPS Service Manager.

You can find out more about us via:

- The [Citizens Advice 1066](#) website
- The [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

The application process

1. Download the application pack (this document) and application form from the Citizens Advice 1066 website
2. Complete the application form **in full**, and submit it by email to recruitment@citizensadvice1066.co.uk in time for the closing date.
3. We will invite applicants who meet the required standard for an in-person interview at our office in St Leonards.
4. Applicants will be notified of the outcome of their application.

The Role

Job title	Data, Insight and Management Information Officer
Reporting to	CPS Service Manager
Salary	£34,000 Full-time
Contract	Permanent. Full-time 37 hours per week (part-time hours may be considered)
Annual Leave	Full-time employees working 37 hours or more per week get 31 days of paid holiday, inclusive of the 8 bank holidays. This increases to 32 days after 3 years of continuous service, and caps at 33 days after 4 years. Pro-rata if part time.
Work base	Office working between St Leonards and Bexhill offices

Role Purpose

The Data, Insight and Management Information Officer is responsible for the collection, validation, analysis and reporting of management information for the Crisis Payments Service, ensuring accurate performance reporting, strong data quality and compliance with contractual, organisational and legislative requirements.

The postholder will produce management information for Citizens Advice 1066, East Sussex County Council and the Department for Work and Pensions, supporting performance monitoring, equalities reporting, quality assurance, fraud prevention and continuous service improvement.

As an integral member of the Crisis Payments Service team, the postholder will also maintain the knowledge, skills and competencies required to undertake application assessments and support operational delivery. While their primary responsibility is management information, reporting and quality assurance, they will contribute directly to application processing, assessment activity and business continuity arrangements during periods of high demand, staff absence or service pressure.

Job Description

Data Management and Reporting

- Manage and maintain performance, outcome, equalities and operational datasets using Casebook, MARS, telephony systems and Microsoft 365 applications.
- Produce weekly, monthly, quarterly and annual management information reports for managers, commissioners, partners and governance bodies.
- Ensure management information is accurate, timely and compliant with Department for Work and Pensions Crisis and Resilience Fund requirements and East Sussex County Council reporting expectations.
- Develop and maintain performance dashboards, scorecards and reporting tools to support operational management and service oversight.

- Monitor service activity, application volumes, decision times, payment times, referral activity, customer outcomes, complaints and appeals.
- Support the preparation of reports and performance information for management, governance and contract monitoring purposes.

Performance Monitoring, Analysis and Continuous Improvement

- Monitor performance against contractual requirements and key performance indicators.
- Analyse demand trends, referral pathways, repeat applications, resident outcomes and service utilisation to identify emerging issues and opportunities for improvement.
- Monitor equalities information and identify gaps in access, engagement or outcomes among protected groups and underrepresented communities.
- Present performance information, trends and analysis in a clear and accessible format for operational staff, managers, trustees, partners and commissioners.
- Develop reports, dashboards and narrative analysis that support operational management, service development and informed decision-making.
- Combine and interpret information from multiple datasets, including service, demographic and equalities information, to better understand client need, identify barriers to access and support service improvement.
- Contribute to the development of performance frameworks, reporting systems and operational monitoring arrangements.

Quality Assurance, Appeals and Information Governance

- Undertake data validation, reconciliation and quality assurance checks to maintain accurate records and reporting.
- Support case sampling, record checking and quality assurance activity to ensure applications and decisions are processed consistently.
- Analyse complaints, appeals, customer feedback and quality assurance activity to identify learning, trends and opportunities for service improvement.
- Maintain clear audit trails and reporting records.
- Produce exception reports and management information to support fraud prevention, detection and investigation activity.
- Ensure compliance with GDPR, data protection legislation, confidentiality requirements and organisational information governance policies.
- Support staff to maintain high standards of data quality and recording practice.

Operational Delivery and Business Continuity

- Maintain the knowledge, competencies and authorisations required to undertake Crisis Payment assessments and application processing.
- Undertake application assessments, evidence checking and decision-making activities when required to support service demand, business continuity arrangements or staff absence.
- Assist with the processing of routine and straightforward applications during periods of high demand.
- Provide operational support across the Crisis Payments Service to help maintain contractual response times and customer service standards.
- Work closely with Assessment Officers, the Payment Officer and Service Manager to ensure efficient service delivery.

- Contribute to service mobilisation, implementation of new processes and continuous improvement activities.

Partnership Working and Organisational Contribution

- Work collaboratively with East Sussex County Council, Local Citizens Advice offices and wider partner organisations.
- Support effective information sharing, referral monitoring and partnership reporting arrangements.
- Attend meetings, supervision, training and development activities as required.
- Promote the values, aims and principles of Citizens Advice 1066.
- Undertake any other duties commensurate with the responsibilities of the role.

Person Specification

Essential

1. Experience producing management information, performance reports or service performance analysis.
2. Experience of maintaining data quality and undertaking validation or quality assurance checks.
3. Strong Excel and data analysis skills.
4. Ability to interpret complex information and present findings clearly to different audiences.
5. Understanding of GDPR, data protection and information governance requirements.
6. Strong organisational skills and attention to detail.
7. Ability to work accurately under pressure and manage competing priorities.
8. Experience of working with databases, CRM systems or case management systems.
9. Ability to identify trends, risks and opportunities from data.
10. Strong written and verbal communication skills.

Desirable

11. Experience reporting against externally funded contracts or public sector performance frameworks.
12. Experience of Power BI or dashboard development.
13. Experience within advice, welfare support, housing, public sector or VCSE services.

Disclosure and Barring Service (DBS)

This post is subject to a Basic Disclosure and Barring Service (DBS) check. Continued employment will be subject to satisfactory completion of all pre-employment checks.

Key Competencies (Citizens Advice 1066 Framework)

- Meeting Customers' Needs
- Planning and Organising
- Managing Information and Quality
- Problem-solving and Decision-making
- Working Well Together
- Communicating and Influencing
- Understanding the Business and its Environment

Guidance Notes for Applicants

Our recruitment process is competency-based. The purpose is to assess how closely your skills and experience, including voluntary and wider life experience, relate directly to the skill areas set out in the Admin Officer person specification. The person specification is included in the job description. For each bullet point we are looking for evidence that you meet it through experience or that it would be a logical next step on what you have achieved previously. The best applications will give examples of what you have done rather than respond on an abstract or theoretical basis. The key competencies list shows the broad areas which apply to this role. There is no need to write examples against the points in this list. We will use your responses to the person specification to inform our assessment against the competencies.

Starting your career, returning to work or looking for a fresh start?

At Citizens Advice 1066, we believe that ability and potential can be found in many different places. We welcome applications from people starting their careers, returning to work after a break, changing direction, or re-entering employment after a period of unemployment.

We know that valuable skills can be gained through education, volunteering, caring responsibilities, community activities and life experience, as well as through paid employment. We are looking for people who share our values, want to make a difference and are willing to learn.

We provide training, supervision, mentoring and opportunities for development, and several of our colleagues have joined us through entry-level roles, volunteering or after significant time away from work before progressing within the organisation.

If you do not meet every desirable criterion in the person specification, but believe you have the skills, values and potential to succeed, we would still encourage you to apply. We are committed to creating an inclusive workplace where people from all backgrounds can thrive and contribute to the communities we serve.

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A 37 hour (full time) working week, with a Time Off In Lieu (TOIL) system
- Full-time employees working 37 hours per week or more are entitled to 31 days' paid annual leave (including the eight statutory holidays). Increasing to 32 days after 3 years of continuous employment and capped at 33 days after 4 years. Employees contracted to work less than full-time hours will have a holiday entitlement which is calculated pro rata according to their contracted number of hours per week, as compared to a full-time employee.
- 3% employer contribution pension scheme
- Access to a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year

- Central locations in Bexhill and St Leonards, with good access to public transport.
- Opportunities to engage in both personal and professional development

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Additional information

Please see the [CA1066 website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

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We wish you every success in your application, and thank you for taking the time to consider joining us.