



RECRUITMENT PACK

DATA REPORTING & ANALYSIS OFFICER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Data Reporting & Analysis Officer
(BDCH6223a)



Department/Team

Data & CRM Programme



Location

Battersea, London (hybrid)



Salary & Grade

£30,500 per annum
Grade D



Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



Duration

12-month fixed term contract

ABOUT THE ROLE

Supporting the Senior Analysis Officer and the Reporting & Data Quality Officer, this new role will help us to provide and maintain comprehensive reporting and analytics for both the Income Generation and Operations teams at Battersea.

Additionally, this role is crucial for supporting a transformational project aimed at integrating our Income Generation and Operations data into a single, unified CRM system (Salesforce).

By joining our team, the successful candidate will play a key part in enhancing our data capabilities and supporting our mission to be there for every dog and cat.

RESPONSIBILITIES

	Estimated % time
Reporting & Analysis	60%
<ul style="list-style-type: none">• Assist SAO in the delivery of specific reports and data analysis projects to provide insight and help inform future fundraising activity.• Assist Reporting & Data Quality Officer in the delivery of specific reports and data analysis projects to provide insight on our animal welfare operations.• Preparing data for analysis by extracting it from one of several relational databases, checking for errors, duplicates, missing values, and manipulating it into an appropriate structure.• Using Tableau, Excel, or other tools to summarise and graphically represent data in a form that is understandable to a non-technical audience.• Troubleshoot and resolve issues with existing reports or analysis processes.• Take an active role in fundraising campaign evaluations and performance reporting for direct marketing activities.• Develop custom management reports to drive analysis and track key fundraising performance indicators, such as attrition reporting.• Proactively review existing reports and make recommendations for improvements.• Promote the use of data analysis to make evidence-based decisions that support our fundraising and animal welfare.	
CRM Project	20%
<ul style="list-style-type: none">• Assist the SAO and Reporting & Data Quality Officer to gather reporting requirements from all teams using the new CRM (Salesforce).• Assist with the design of new reporting dashboards in the new CRM (Salesforce).• Assist with the build and release of new reporting dashboards, both within Salesforce and through additional reporting tools i.e. Tableau.• Assist with monitoring the adoption of new reporting dashboards by users.• Support and maintain reporting dashboards released through the new CRM (Salesforce).	
Server & General Admin	20%
<ul style="list-style-type: none">• Create and maintain documented reporting procedures ensuring they are available for future reference.• Assist in the maintenance of SQL reporting database ensuring analysis projects can be delivered efficiently.• Monitor the data ticketing system so that we have a clear pipeline of work in progress.• Work with the SAO to maintain the platform(s) and tools (Tableau) for reporting/analysis and all associated documentation.• Liaise with IT as needed to troubleshoot, manage and resolve any technical or system issues concerning reporting and analysis tools (Tableau, SQL).	

PERSON SPECIFICATION

ESSENTIAL

- Experience of working with data visualisation tools such as Tableau, Power BI, etc.
- Excellent numeric and analytical skills, ability to interpret trends and patterns across multiple data sources and draw conclusions.
- Able to communicate complex data, analysis, or technical information to non-technical/analytical staff either in written or verbal formats.
- Experience of writing queries to extract and manipulate data using (e.g.) SQL, Power Query, etc.
- Experience of delivering high quality work with minimum supervision.
- A flexible approach to managing and prioritising a high workload and multiple tasks.
- Proven experience of working constructively and collaboratively with colleagues from different teams.
- Experience of keeping up to date with and applying good practice in your role.
- Experience of positively embracing and adapting to change.
- Experience of suggesting and taking the initiative about new ways of working that have been successfully implemented.
- Experience of communicating clearly, with the ability to adapt your communication style for different groups.
- IT literate with good experience of MS Office, specifically Excel.

DESIRABLE

- Experience of working with data in a charity and/or animal welfare environment.
- Experience of a wide range of direct marketing techniques.
- Experience of working with Raisers Edge and Salesforce.
- Experience of building reports using Tableau and SQL.
- Experience of building reports using Excel and Power Query.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

YOUR APPLICATION



KEY DATES



Closing Date

18th March 2025

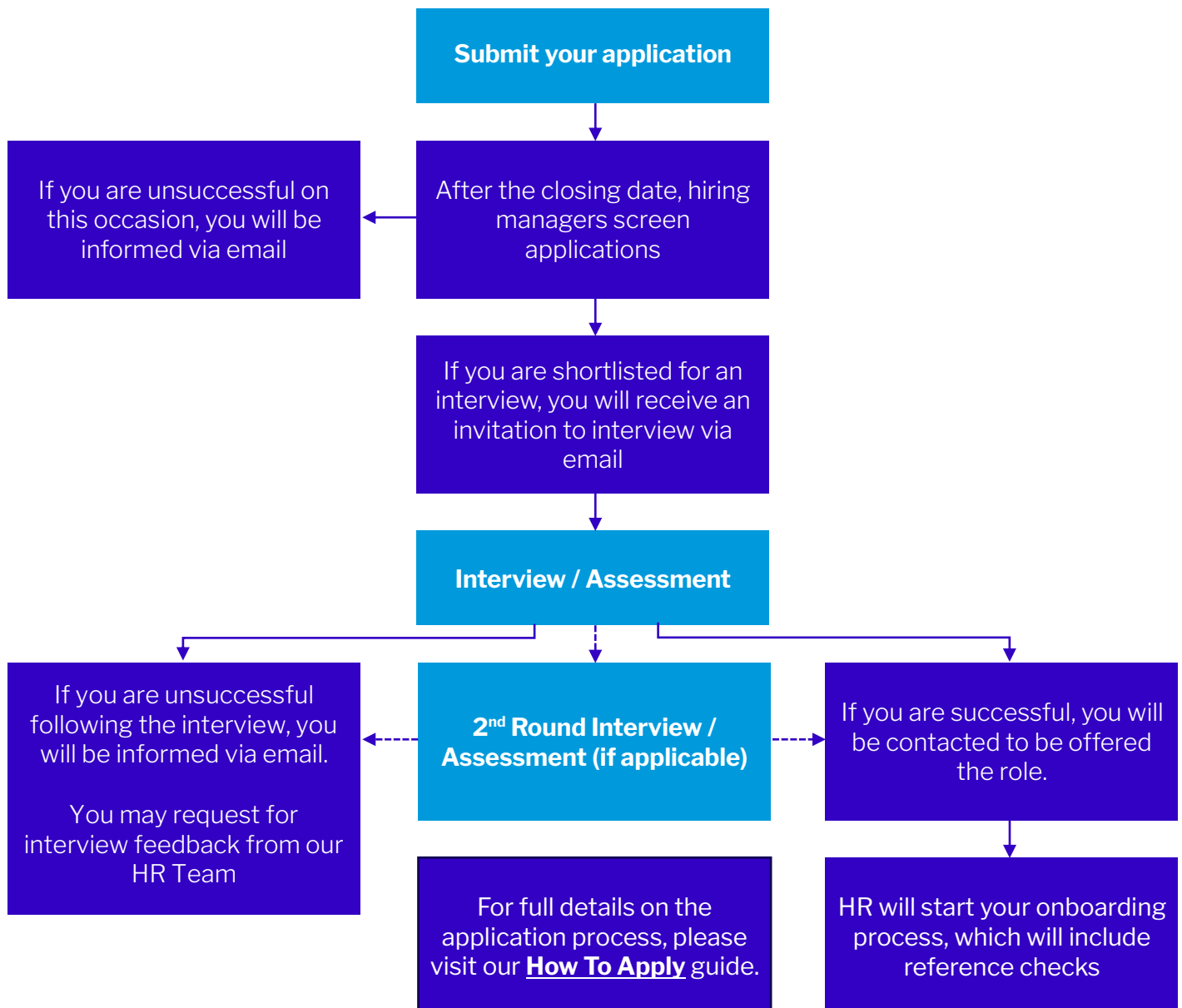


Interview Date

To Be Confirmed.

Candidates shortlisted for the role will initially be sent a short skills test for completion before advancing to interview stage

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

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