



Staffordshire  
Chambers of  
Commerce.



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# **Data Management Analyst**

**Full Time**

**12-Month Fixed Term Contract**

**Recruitment Pack**

**December 2020**



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At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

## **Data Management Analyst**

**Salary £25,000 Per Annum**

**12-Month Fixed term Contract**

We have a fantastic opportunity for a Data management analyst to join our team, working in partnership with Staffordshire County Council. Based at our offices at Festival Park you must be enthusiastic and a self-starter with a positive attitude and the ability to use your initiative to effectively communicate your knowledge and expertise to businesses.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full-time role, working Monday to Friday, a total of 35 hours per week.

Further information about Staffordshire Chambers of Commerce is available on our web site [www.staffordshirechambers.co.uk](http://www.staffordshirechambers.co.uk).

**Closing date: 08/01/2021**

**Interviews are schedule to take place Wednesday 13<sup>th</sup> January 2021.**

**About Staffordshire Chambers of Commerce**



Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

**Business Support** – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

**Enterprise Support** – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

**Trade** – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

**Training** – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

**Events** - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

**Representation** – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.

## **Job Description**

<b>Job Title:</b>	Data Management Analyst
<b>Accountable To:</b>	Head of Membership & Business Services
<b>Location:</b>	Festival Park, Hanley, Stoke-on-Trent ST1 5BE

## **Job Purpose**

The Data Management Analyst will take responsibility for managing the Chambers master data set, developing reports and troubleshooting data issues. The Analyst will also work on Stoke on Trent & Staffordshire Growth Hub business data and produce reports on request. You will need to collect, organise and interpret statistical information using data analysis tools to enable the Chamber and the Growth Hub to make important decisions by identifying various facts and trends.

## **Principle Accountabilities**

- Managing Chamber and Growth Hub master data, including creation, updates and deletion
- Collaborate with key business stakeholders to identify specific business challenges which need to be solved.
- Collect and organize raw data from internal sources (such as CRM databases) and, where necessary, from external open data sources (for example, government portals and tools such as Google Trends).
- Clean the raw data, remove corrupt data and prime it for analysis
- Analyse large datasets using the most appropriate and advanced techniques and computerised models to extract and interpreting the data required
- Examine referrals made to Growth Hub partners to help identify the most effective programmes and reasons for their success.
- Provide data to the Growth Hub for use in reporting metrics for the Monitoring and Evaluation Framework from the Department of Business Energy and Industrial Strategy.
- Identify patterns and trends in data sets
- Interpret your findings, turn them into visualizations (such as graphs and charts), share them with key stakeholders, and advise on strategies and actions for the future
- Report back to relevant staff and management in an effective and understandable manner
- Provide quality assurance of imported data
- Working alongside teams within the business and management to establish business needs
- Support the development, implementation and continuous review of systems and processes identified and recommended
- Define new data collection and analysis processes.
- Review and ensure regular data cleansing of systems and databases

## **General requirements**

- Scientific type degree or equivalent and a minimum of two years' experience in a data analytics role.
- Excellent analytical skills and attention to detail
- Demonstrated communication skills with a customer service focused approach
- MS Office applications inc. Advanced Excel, Word, PowerPoint

- Ability to problem solve in real time
- Ability to work under pressure and manage multiple priorities
- Experience in the business support sector a plus
- Experience working with sensitive personal data a plus
- Work diligently to meet the requirements of the role
- Use the Chambers' CRM system and others as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Participate positively in one to ones and appraisals
- *Work in accordance with the Chambers' culture, values, aims and objectives*
- Act as an ambassador for the Chamber at all times when dealing with members or representing the business
- Contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- To work from other Chamber offices if required.

### Person Specification

<b>Job Title: Data Management Analyst</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<p><b><u>Qualifications</u></b></p> <p>A Degree in mathematics/computer science/statistics/economics or equivalent.</p>	Essential	Application
<p><b><u>Proven Experience</u></b></p> <ul style="list-style-type: none"> <li>• Experience in data models and reporting packages</li> <li>• Ability to analyse large data sets</li> <li>• Ability to write comprehensive reports and good communication skills</li> <li>• A good understanding of business requirements and their use of digital, data and technology</li> <li>• Ability to work to a high standard of accuracy and attention to detail</li> <li>• A passionate and creative approach to digital transformation</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Interview</p>



<p><b><u>Knowledge, Skills and Abilities</u></b></p> <ul style="list-style-type: none"> <li>• Knowledge of marketing &amp; market research including internet research</li> <li>• Competent IT skills and programme languages</li> </ul>	<p>Essential</p> <p>Essential</p>	<p>Application/Interview</p> <p>Application/Interview</p>
<p><b><u>Other Attributes</u></b></p> <ul style="list-style-type: none"> <li>• Professional and friendly approach</li> <li>• Able to work flexibly</li> <li>• Driver with access to vehicle</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>



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### How to Apply

Please send your CV to **Joseph Gill** together with a supporting letter detailing how you meet the requirements of the role and how you support the Chamber BETTER values.

Applications should be emailed to **Joseph Gill** or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke-on-Trent ST1 5BE

Closing date: **13/01/2021**

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact the Chamber on 01782 202222.

Staffordshire Chambers of Commerce is an equal opportunities employer.

**Equality and Diversity Monitoring**



Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

**1. Gender**

Male       Female       Other

**2. Disability**

Do you consider yourself to have a disability?

Yes       No

If yes, please give brief details:

**3. Date of Birth**      ----/----/-----

**4. Ethnic Origin**

**A White**

British  
 Irish  
 Any other white background, please state

**B Mixed**

White and Black Caribbean

- White and Black African
- White and Asian
- Any other mixed background, please state

**C Asian, Asian British**

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background please state

**D Black, Black British**

- Caribbean
- African
- Any other Black background, please state

**E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group**

- Chinese
- Any other background, please state

**5. Sexual Orientation**

- Bisexual
- Heterosexual
- Homosexual (Lesbian/Gay)
- Other

**6. Religion or Personal Belief (Please state)**



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Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.