

Data Analyst Lead

Role profile

About us

The Royal College of Occupational Therapists (RCOT) is the UK's professional membership body for occupational therapy. We lead, uphold and advance excellence within the profession through research, the development and delivery of evidence-based standards and guidance, the provision of professional development, and the accreditation and enhancement of education. We champion and advocate for the professional standing of occupational therapists and position the profession to have maximum impact in improving people's health, wellbeing, participation through occupations, and quality of life now and for future generations.

Our values

We Impact	We make meaningful differences with all our work. We prioritise work that achieves our shared purpose and strategy. We go above and beyond for the people who need us.
We Challenge	We find new and better ways to make things happen. We are brave and bold in our ideas and actions. We challenge ourselves, each other and the status quo.
We Elevate	We lift up and support others to be and do their best. We are accessible and collaborative. We are united and move forward together, even if we sometimes disagree.
We Respect	We value each other and celebrate our differences. We are approachable, genuine and trustworthy. We listen to others and believe everyone's views should be heard.

Membership Engagement Directorate

In the Membership Engagement directorate, we work to create outstanding member and customer experiences that strengthen engagement, increase retention, and support membership growth. By optimising our communication channels and using data-driven insights, we listen, learn, and respond to the needs of our members, ensuring our services continue to deliver value and relevance

The purpose of your role

As the **Data Analyst Lead**, you will play a key role in driving the collection, management and use of our data. You'll also provide regular reporting and analysis to enable the business to take an evidence-based approach to everything we do.

This is a Data Analyst Lead role, requiring expertise in extracting and analysing data from multiple systems. You will 'hit the ground running', bring valuable data cleansing, validation and visualisation skills. You will develop impactful dashboards and reports, identify trends and opportunities, and continuously improve our reporting capabilities.

Your main responsibilities	What you bring to the role
Operational delivery <ul style="list-style-type: none"> Extract, combine and transform data from multiple systems, including CRM and operational platforms, ensuring datasets are 	<ul style="list-style-type: none"> Proven experience extracting, cleansing, validating and transforming data from multiple systems and sources for reporting and analysis.

<p>accurate, complete and fit for reporting and analysis.</p> <ul style="list-style-type: none"> • Support the production of high-quality management information, operational reports and analytical outputs as part of an established performance cycle. • Critically analyse membership data and organisational datasets to generate actionable insights that enhance member value and inform strategic decision-making. • Collaborate across directorates to ensure insight and evidence inform membership, marketing, finance and wider organisational priorities. • Respond to and support core teams (e.g. Finance, Membership) with critical activities such as annual cycle performance and auditing. • Provide external organisations with accurate data as and when required, for legal purposes, data sharing agreements and for market research/survey requirements. • Shape and deliver data solutions across the organisation, ensuring good practice in the collection, storage, governance and GDPR compliance of membership and operational data. • Improve data collection and management processes across the organisation, advising on systems and ways of working that reduce reliance on spreadsheets and improve data quality. • Present complex analysis in clear, compelling formats tailored to different audiences, using Power BI, Excel and other appropriate methods. • Develop mechanisms (dashboards, surveys, feedback loops) to capture, integrate and interpret intelligence from members and stakeholders. • Mentor and support colleagues to build data confidence and champion a culture of evidence-based decision-making across teams. • Conduct research and analysis to support organisational projects, initiatives and strategic priorities. • Contribute to insight reports that improve understanding of member needs, behaviours and experiences, ensuring intelligence is disseminated effectively across the organisation. • Requires resilience and adaptability to deliver outcomes through change and competing priorities. This includes remaining professional, staying calm under pressure, prioritising effectively, adapting plans quickly, learning from feedback, and escalating risks early 	<ul style="list-style-type: none"> • Enthusiasm for CRM systems and strong experience using them for reporting, segmentation and insight generation. • Ability to analyse complex datasets and transform them into meaningful insights, recommendations and actions for stakeholders. • Extensive experience in data visualisation and data analysis tools (for example Power BI, Microsoft Excel, etc) driving best practice in data visualisation, reporting and storytelling. • Strong ability to connect data, business context and organisational priorities to shape decision-making. • Ability to work as part of a team and to collaborate effectively • Ability to build and maintain productive and collaborative stakeholder relationships across directorates and senior leaders. • Proven experience managing data or insight-driven projects from initiation to completion. • Highly developed written and verbal communication skills, with confidence presenting complex information clearly. • Ability to understand diverse audience needs and tailor communication accordingly. • Confident using digital technologies to work collaboratively and productively in a hybrid environment. • Strong interpersonal skills, able to influence colleagues and provide guidance to senior leaders using data-driven evidence. • High levels of self-motivation, enthusiasm and passion for the professional field you represent. • Work collaboratively and communicate clearly, demonstrating our values and ways of working
<p>Values and culture</p>	

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| <ul style="list-style-type: none"> • Live our values in all that you do; celebrate it when colleagues live our values and raise it, respectfully, when they don't • Engage in regular conversations with your manager about objectives, wellbeing and performance (data, impact and outcomes) • Take personal ownership of your career development, seeking support and guidance as needed. | |
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This role profile outlines the main responsibilities of the role but is not exhaustive. You may also be asked to take on other reasonable duties appropriate to the role.

Your main relationship will be with:

- Head of Data
- Data team
- Membership engagement directorate

A bit more about the role

- **You will report to:** Head of Data
- **Your contract will be:** Fixed-term – 6 months
- **You'll work:** Full-time, 35 hours
- **You'll be based:** London Bridge but is a hybrid role, working flexibly between home and other environments
- **You'll be paid:** Circa £57,000 per annum (FTE), paid £28,500 pro rata for 6 months.

What we will offer you

- Holiday entitlement – 12.5 for the duration of your contract.
- **Christmas closure** – we're closed over the Christmas period. Additional time will be given to all employees to cover any working days during this period
- **Pension scheme** – RCOT operates a contributory pension scheme, you are eligible to join this scheme from your date of commencement. Contributions are made on a salary exchange basis and are 6% of gross salary from the employee and 9% from the employer.
- **Life cover** – four times annual salary.
- Free **eyesight testing**.
- Free **Health and wellbeing app**.
- **Flexibility** through a hybrid working model, which offers a blend of home and office-based working, with a minimum of one office days a week.
- **Supportive networks and inclusive team** - we have several colleague networks to support colleagues and provide a space for discussion and reflection, as well as promote allyship.

Equity, Diversity & Belonging

As a membership organisation, a professional body, and an employer, RCOT is committed to leading innovative change to promote equity and social justice and build a sense of belonging for all our staff, members, and the populations we serve. Our ambition is to have a diverse workforce that is representative of the communities we serve. We don't only embrace diversity, we celebrate it, nurture it and support our staff in realising their true potential. We are passionate about creating an environment free from discrimination and harassment where people can be their authentic self and recognise that each of us is unique. Therefore, our definition of diversity goes beyond those defined in equality legislation and we will afford the same standards and principles to those with lived experiences.

We welcome applicants from all backgrounds and are keen to see applications from people with lived experience of disability or long-term health conditions, from minoritised ethnic and LGBTQI+ communities.