



DATA & IMPACT ANALYST - JOB DESCRIPTION

ABOUT CITY HARVEST

City Harvest is London's original food redistribution charity on a mission to rescue food, people, and the planet! Our HQ is in Acton Central, with satellite food rescue sites in east and south London. Our mission is to alleviate food poverty across the capital and reduce industry food waste and its harmful effects on the planet. We currently rescue and deliver enough free food for over 1 million meals a month to London communities.

ABOUT THE ROLE

Data analysis plays a key part in supporting City Harvest growth and success. We are investing in our technology and data and are now in the process of consolidating several business applications onto the Dynamics 365 platform and standardising Power BI as a reporting tool.

We are recruiting for a Data & Impact Analyst to join the Finance and Data team. This is a new role to our charity which will act as an interface to other departments, to provide meaningful data and insights into the impactful work that we do.

ABOUT YOU

You will be a trained and technically skilled data analyst, experienced with Power BI as a reporting tool and familiar with Dynamics 365 as a CRM platform. This role requires confidence in working across different areas including data management and reporting, systems administration and maintenance. You will be able to effectively demonstrate and present your findings into meaningful data insights, actions and conclusions.

Microsoft Dynamics 365 will be rolled out in the first few months of 2025, and you will be involved in its roll-out and implementation.

You will have problem-solving skills with a positive, innovative and proactive "can-do" attitude, which will allow you to develop and shape this new role to make it your own. You will have commitment to the mission, vision and values of City Harvest, as well as a commitment to equality, diversity and inclusion.

KEY RESPONSIBILITIES

Database Maintenance and Development

- Database development, administration and maintenance, using Microsoft Dynamics 365.
- Support improving and developing data quality processes, carry out regular audits to identify and correct gaps and issues.
- Provide 1st level assistance and hands-on support to users and departments on how to access and use the system e.g. creating guidance documents/videos.

Database Analytics, Reporting and Impact

- Develop comprehensive impact reporting and KPI frameworks using Power BI and Excel, tracking the effectiveness of our charitable activity.
- Support Fundraising, Food, Community Impact and other departments by creating reports that provide meaningful insights from data, contributing to informed decision-

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making and strategy formulation. Supporting the Senior Leadership Team with actionable insights to drive improvements.

- Communicate effectively the results of the analysis and follow up on requests with teams and stakeholders from across different areas of the charity. Adapt communication to the different type of stakeholders.

Supporting launch and roll-out of Microsoft Dynamics, while using existing legacy systems

- Support the build, launch, and roll-out of Microsoft Dynamics across the organisation during the first half of 2025.
- Use the existing legacy database systems to perform financial analysis and produce reports to support other departments with their data needs.

IT, data management and security

- Working with the IT support provider to help with IT infrastructure and systems.
- Ensure all activities are compliant with legal and regulatory standards including GDPR and data protection procedures. Oversee information security.

DESIRED SKILLS & EXPERIENCE

Knowledge & Qualifications	<ul style="list-style-type: none"> • GCSE (or equivalent) in English and Maths • Relevant degree / qualification • Knowledge and/or experience of impact evaluation • Accounting and finance knowledge (<i>desirable</i>)
Skills & Abilities	<ul style="list-style-type: none"> • Highly Proficient in IT software/digital technologies such as Microsoft 365, Microsoft Office, databases, AI, data analysis software (e.g. Power BI etc.) • Excellent data reporting and analytics skills • Ability to identify trends and patterns in data sets • Ability to present and prepare presentations using PowerPoint • Effective time management, planning and prioritization skills • Ability to perform financial analysis tasks • Excellent numeracy skills and attention to detail
Experience	<ul style="list-style-type: none"> • Experience of maintaining CRM systems and databases • 2 years' experience in managing and administrating Microsoft Dynamics 365 • Strong experience and expertise in developing reporting using Power BI and Excel • Experience in troubleshooting and delivering training on technical systems • Experience of large data sets and proactively identifying data issues and areas for development • Experience of using analytics to monitor and improve performance • Experience of reporting for internal or external stakeholders
Soft Skills	<ul style="list-style-type: none"> • Proactive and resourceful with plenty of initiative • Innovative with a solution focused approach • Flexible approach and a hands-on attitude • Excellent interpersonal and communication skills and the ability to build healthy work relationships across departments.



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General	<ul style="list-style-type: none">• Commitment to the mission, vision and values of the charity• Commitment to equality, diversity and inclusion• Demonstrate our core values of Charitable, Compassionate, Community-focused, Aspiring, Trustworthy
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JOB DETAILS

- Job Title: Data and Impact Analyst
- Job Type: Full-time, permanent, Monday to Friday
- Hours of Work: 9am-5pm (with a 30-minute unpaid lunch break)
- Salary: £30,000 - £35,000 pa
- Place of Work: Unit 8, Acton Park Industrial Estate, London, W3 7QE
- Hybrid working possible – 3 days in the office, 2 days at home

City Harvest London is an equal opportunities employer and is committed to creating an inclusive and diverse workplace. We believe in treating all employees, volunteers, candidates, and stakeholders with fairness and respect. We value the unique perspectives and experiences that individuals from different backgrounds bring to our organisation, and we strive to foster an environment that promotes equal opportunities for all.

We adhere to the Equality Act 2010 and our policy is to be fair and consistent in all aspects of our organisation. Our recruitment and selection processes are designed to select candidates based on their abilities and merits to perform the tasks required. All applications received will be dealt with confidentially and subject to our company's recruitment and selection processes. Employment is subject to satisfactory pre-employment checks and eligibility to live and work in the UK.

At City Harvest London, we embrace equality as part of our ways of working because we believe it is the right thing to do for our people, our community, and our success. We do not discriminate in employment based on race, religion, sexual orientation, national origin, political affiliation, disability, age, marital status, medical history, parental status, or genetic information.