Insight Analyst and Reporting Officer

Location: Canary Wharf, London

Reports to: Evaluation and Insight Reporting Manager

Grade: D

Job purpose

Working in the data and insight team, the officer will play a key role in supporting the delivery of our insight programmes and operational decision-making. The officer will use their analytical and statistical expertise to extract meaning from the data we hold and write up engaging reports to help us, and our stakeholders, understand insights and trends in our work and in the sector we regulate. This role is key to achieving our goal to use our data effectively, to inform policy development and operational practice, and enable us to practice an anticipatory and proportionate approach to regulation.

Main accountabilities

- Undertake quantitative and statistical analyses of internal and external datasets including:

  - Analysis of our registers to understand changing trends in pharmacies, pharmacists, and pharmacy technicians.

  - Analysis of education-related data such as applications, student numbers, course types, pass rates to help identify trends.

  - Analysis of outcomes data for our regulatory functions including inspections and managing concerns processes to identify insights.

  - Analysis of the protected characteristics of our workforce, the pharmacy professionals we register and other people who engage with our processes, so that we can identify any disproportionate impacts on different groups and consider how best to address them.

- Write up and present insight reports explaining what our analysis means. We aim for reports to be:

  - in clear written English, typically prepared in Word, PowerPoint or other formats.

  - explain findings to technical and non-technical audiences.

  - utilising suitable charts and graphs to illustrate trends alongside written narrative.

- Support our programme of work to regularly publish robust and transparent data on the work we do, working with colleagues in the communications team to ensure clarity and accessibility for a range of audiences.

- Work with colleagues to enable well-informed, evidence-based decision-making through research and evaluation projects from selection of appropriate methodology, sampling approach, to the collection and analysis of data.

- Support the development and delivery of analysis skills training and produce guidance and tools on best practice.

- Support commissioned and third-party research and evaluation projects by liaising with suppliers and academic researchers, monitoring timelines and arranging meetings. Foster involvement in cross-regulation research activities.

- Undertake any other reasonable duties as required.

Knowledge and skills for this job	Essential	Desirable
Quantitative analysis skills – synthesising and interrogating datasets to explore and reveal trends and answer research questions.	☒	☐
Statistical skills including the application of common statistical tests (e.g. T-Tests, ANOVA, chi-squared) and experience of using statistical packages for analysis (e.g. JASP, SPSS, Stata, R or similar).	☒	☐
Experience of working in a data analysis role, interpreting findings and explaining what it means for the organisation.	☒	☐
Strong report writing skills, with experience in developing narratives, producing engaging and digestible insight reports, in a range of formats, for a non-technical audience.	☒	☐
Project management skills, with an ability to plan for multiple projects, timed outputs and interdependencies across the organisation. Flexibility to balance competing pressures and priorities.	☒	☐
Strong interpersonal skills with the ability to work across teams, collaborate effectively with colleagues at all levels and develop effective relationships.	☒	☐
Strong IT skills, including expertise in Microsoft Excel, Word, and PowerPoint.	☒	☐
Strong data visualisation skills and experience producing graphs, charts and infographics to reinforce narratives.	☒	☐
General research skills including sampling, survey design, data collection techniques and both qualitative and quantitative analysis.	☐	☒
Understand the principles of good regulation and the role that evaluation, research and insight can have in underpinning policy development and informing operational practice.	☐	☒
Knowledge of SQL and experience writing queries to prepare data for analysis.	☐	☒

The knowledge and skills required for this role may change according to the needs of the GPhC.