



Associate Data Architect

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Josh Goodall by emailing josh.goodall@citizensadvice.org.uk



Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can



3 things you should know about us

1. We're local and we're national. We have 4 national offices and offer direct support to people in 265 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of circa 259 local Citizens Advice members.

This role sits in the national charity, which includes

- 1000 national staff working in one of our 4 offices or as homeworkers, or as part of the Witness Service from 240 courts across England and Wales
- 2500 Witness Service volunteers

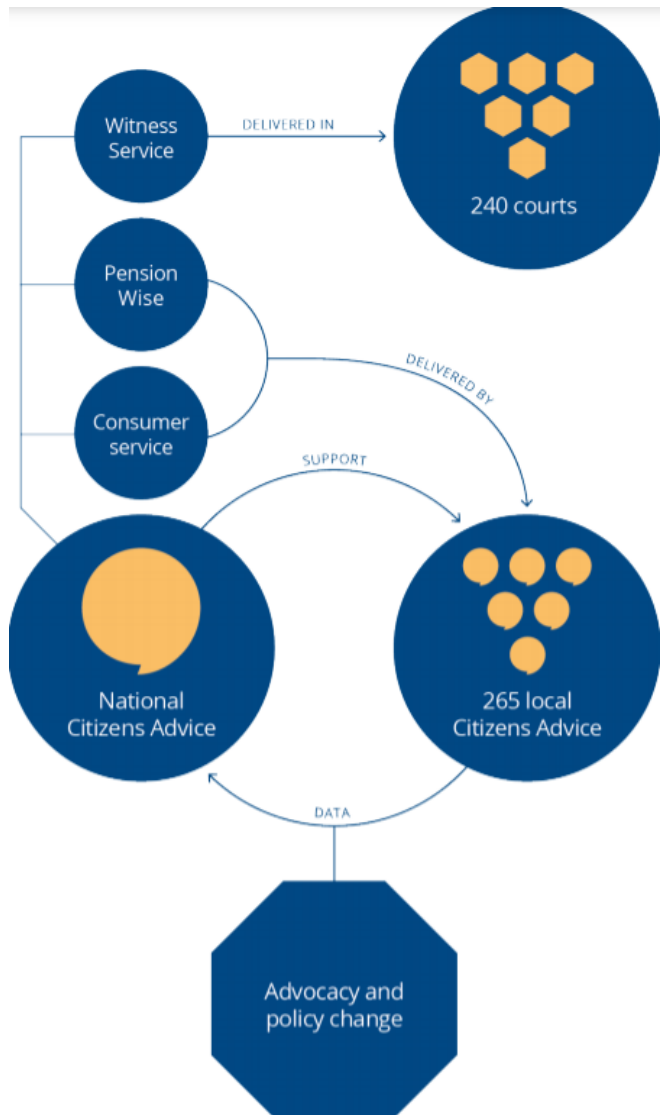
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Design, Data and Technology** directorate and in the **Data Science** team. Here are **4** ways you can find out more about us:

1. Annual report -
<https://www.citizensadvice.org.uk/about-us/our-work/annual-reports/>
2. [Citizens Advice - for everyone, for 80 years:](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
3. [Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
4. [Our Data strategy:](https://dasbarrett.medium.com/data-strategy-in-progress-53e5e341ff7) by Dan Barrett, Head of Data Science
dasbarrett.medium.com/data-strategy-in-progress-53e5e341ff7



The role

This is a new role that will report to the Data architect. You will:

- Regularly collaborate with operational colleagues, to understand their data requirements and suggest solutions by providing detailed designs and models
- Actively develop your data architecture skills through mapping and modelling the wide variety of data at Citizens Advice
- Map 'as-is' and design 'to-be' data architecture and facilitate migration to new design
- Partner with teams to create data products that support the use of data in decision making
- Promote the use of data standards and architecture principles in collaboration with the data architect, and contribute to their development
- Provide advice on data design, integration and interoperability
- Work as part of a multi-disciplinary Data Science team
- Prepare and facilitate workshops and presentations
- Champion open, agile and iterative ways of working

We're looking for someone that:

- Wants to work at a mission-driven organisation that helps tens of millions of people across the UK every year
- Has a passion for data and understands the role that architecture plays in supporting an organisation to deliver great user-focused products and services
- Has experience analysing and describing data structures and business processes



Role profile

Band:	Senior Officer - Mid	
Reporting to:	Data architect	
Proficient salary:	£39,731 plus a London allowance of £3,520 if applicable	
Location:	Blended between office and home (England and Wales)	Travel H/M/L: Low
Team overview:	The Data Science team is the centre of expertise for data at Citizens Advice. It is responsible for defining and delivering the organisation's data strategy, for ensuring that the data needs of the organisation are met, for building new data-focused products and services using data science techniques, and for building capability in working with data across the organisation, helping to increase efficiency and effectiveness.	
Role purpose:	To provide support and guidance on data related improvement initiatives that enable data to meet the needs of more users. Support the implementation of a new data architecture for the organisation, as outlined in the data strategy, by demonstrating the value of following principles and standards. To provide designs, support development and delivery of solutions, making sure outcomes are aligned with strategic objectives.	
Key accountabilities	Key elements/Tasks	% of Time

Design, plan and support delivery of data improvement projects	• Data modelling, working collaboratively with operational colleagues and others to describe data structures that can be implemented in systems and reporting • Investigation into existing data structures and identifying opportunities for improvements • Work closely with operational teams to understand their data needs and requirements, supporting them with data expertise and guidance • Design, support development and the delivery of data architecture improvements initiatives, ensuring any changes have a positive impact on decision making and insight for the organisation • Collaborate with others in the data science, data platform and impact team to ensure projects are aligned to the wider strategy and product visions.	65
Advocating for best practices and standards	• Promoting the use of defined data standards, and ensuring that they are put into practice • Contribute to developing principles from the data strategy • Be an advocate for data architecture across the organisation. Help articulate the value of our data related work and help non-specialist audiences to understand architectural approaches	25

Innovation and collaboration	• Contribute to exploring the use of emerging technologies to automate and improve processes • Support data science team members with architectural decisions and actively participate in team workshops	5
Other	• Undertake any other duties as may be reasonably required within the scope of the role.	5



Person specification

Essential Criteria (to be assessed at application stage)

1. Good understanding of a range of data technologies such databases, ETL tools and analytics platforms. With demonstrable experience of using these technologies to improve and simplify data for the organisation
2. Problem solving - Demonstrable ability to define, scope, and solve complex problems, then develop and communicate recommendations
3. Analytical thinking - Demonstrable ability to gather evidence and data, and then apply analysis to produce solutions and recommendations

Essential Criteria (to be assessed at interview stage)

4. Excellent written, oral communication and influencing skills, including the ability to speak to a diverse range of audiences, engage with senior stakeholders and influence the adoption of proposed architectures
5. Experience of working as part of a multidisciplinary team and of helping create a positive, collaborative and transparent culture both within the team and across a wider community of practice
6. An understanding of data architecture practices and how they can help organisations.

Desirable Criteria:

1. Experience of working in a not-for-profit environment
2. Experience working with cloud based data technologies such as AWS, Azure, GCP



Terms and conditions

1. PROFICIENT SALARY: As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. ANNUAL/TOTAL LEAVE

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. PENSION SCHEME

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. LEARNING AND DEVELOPMENT

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. INTEREST FREE LOANS

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. SALARY SACRIFICE SCHEMES

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services

more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

12. LOCATION

As advertised

13. EMPLOYMENT STATUS

As advertised

14. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

15. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/>



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:

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