Irish Red Cross
Crois Dhearg na hÉireann

JOB DETAILS

Title: Data Analyst - Migration

Duration: 12 months fixed term contract

Salary: €35,000-€43,000[1]

Reporting to: IT Migration Lead

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

Migration is a priority focus for the Red Cross and Red Crescent Movement internationally as well as for the IRC in Ireland. Ireland, along with other countries, has experienced considerably more inward migration in recent years from people in need of protection and, as a result, is challenged to respond with appropriate supports for all affected. The IRC has worked on migration for several years and is considered a key actor in responding to the humanitarian needs of refugees/migrants seeking protection, with programming in the areas of resettlement and responding to the Ukraine crisis, among others.

SUMMARY OF ROLE

As part of its work, the Irish Red Cross works with people who pledge their accommodation to host refugees and people granted temporary protection in Ireland. The Data Analyst - Migration will support the management of data in our Customer Relationship Management (CRM) system which seeks to match people providing pledged accommodation with refugees. The role will ensure the reliability, availability and accessibility of data across systems and tools, enabling collaboration between agencies and informing strategic and operational decision making processes.

---

[1] This role is assigned to the Job Family of: Development & Admin. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration

JOB PURPOSE

As the Data Analyst for the Migration Department you will collect, organise and analyse information in order to deliver insights and promote data driven decision making processes. The postholder will collaborate with various internal and external stakeholders to create both strategic and operational reports, measuring outputs and providing relevant, new and unique insights on programme activities.

ROLE RESPONSIBILITIES

Data Analysis & Reporting

- Establish dataflows and automated reporting solutions in Microsoft Power BI, Dynamics CRM and other tools as required ensuring data is available and accessible to relevant stakeholders.
- Work closely with the Management team and other stakeholders to deliver insights and drive data driven decision making processes.
- Ensure regular reporting requirements are met to both internal and external stakeholders.
- Support user management, training and roll out activities, including the creation of effective Information, Education & Communication (IEC) materials, where required for data collection, reporting and analysis tools.

Data Management

- Act as the data focal point for the Migration unit, understanding strategic and operational requirements, providing advice and holistic data management support across IT projects.
- Assist in the review, development and integration of third-party platforms with the Microsoft Dynamics 365 CRM, promoting the interoperability of systems and data.
- Supporting the Migration team and implementing partners to collect and manage data, advising on best practices and undertaking data related activities arising from the implementation of new systems and tools.
- Ensure overall data integrity of systems and tools, ensuring information is accurate, kept up to date and available to relevant stakeholders.
- Ensure data governance processes are implemented; that data is secure and protected systems and tools, implementing appropriate access controls and following relevant data protection measures.

![Irish Red Cross logo] Crois Dhearg na hÉireann
Irish **Red Cross**

IT Support

- Provide general IT support during busy times and holiday periods, ensuring availability of IT Services to users.
- Providing data support to the Migration team, responding to helpdesk tickets in a timely manner.

Organisationally

- Work actively towards the achievement of the Irish Red Cross goals.
- Undertake training and development as required.
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the relevant line manager that are consistent with the nature of the job and level of responsibility.

CANDIDATE PROFILE

Essential Criteria

- Qualification to degree level
- Three years' experience working in a role that involves data analysis
- Proficiency in Power BI with the ability to create dataflows, manage datasets and create reports and dashboards
- Familiarity with ETL processes, data modelling, Dax and data visualisation techniques
- Familiarity with Power Apps/ Dynamics 365
- Strong analytical skills, attention to detail and problem solving capabilities
- Proficient knowledge of Microsoft Office, especially Excel
- Excellent communication skills, both oral and written
- Strong interpersonal skills, with the ability to support and build relationships with key stakeholders, both internal and external
- Ability to work on own initiative and manage time effectively

Desirable Criteria

- Qualification in a technical or IT related discipline
- Experience working in the NGO or Charity sector or in working with membership or volunteer-led organisations
- Experience with other tools for data analysis/ programming languages such as R, Python, SQL

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland.

APPLICATION PROCESS

To apply for this role, please forward a copy of your CV, together with a cover letter setting out how you meet the essential and desirable criteria for this role to:

jobs@redcross.ie

Your email should contain Data Analyst – Migration in the subject line. Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV and <Surname>, <First name> - Cover Letter**

The closing date for applications 12 August 2024.

Shortlisting for interview will be on the basis of the essential and desirable criteria for this role. It is intended to hold initial interviews for this role on the week commencing 19 August 2024.. Please note that there may be a second round of interviews.