



# Sage Advocacy Call

for

## Expressions of Interest

Data & Quality Audit Analyst

## About Sage Advocacy

Sage Advocacy is the National Advocacy Service for Older People. It works to ensure that people have easy access to information, support, independent advocacy and safeguarding services in all settings: homes, day centres, respite facilities, congregated care settings / nursing homes, hospitals, hostels, hospices and in the process of transition between them. It also provides supports to vulnerable adults and healthcare patients in situations where no other service is available to them.

It has expanded its services with the support of the Department of Education to meet the support and advocacy needs of survivors of institutional abuse. Since it was established in 2014, with the support of the HSE and The Atlantic Philanthropies, it has built a strong reputation for independence of thought and action and is a 'go to' service in relation to issues of capacity and decision making.

Sage provided information, support and advocacy services to more than 12,000 people (cases & queries) in 2024 and demand for its services is growing. The work of Sage on behalf of clients is independent of family, service provider or systems interests. The service is free of charge and confidential. Further information on the organisation and those we serve is available at [sageadvocacy.ie](http://sageadvocacy.ie).

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**CRO #610824 | RCN #20162221 | CHY #22308**

## Call for Expression of Interest – Data & Quality Audit Analyst

We are now inviting Expressions of Interest for a Data & Quality Audit Analyst to support our quarterly and annual reporting activities. This role is project-based, with the successful candidate engaged on a short-term basis each quarter to compile and analyse key metrics as agreed with the Management Team. Responsibilities will include tasks such as transforming complex data into meaningful insights for internal and external stakeholders, using Salesforce and Excel or other tools to ensure data integrity, clarity, and strategic value.

### Summary of Quarterly Responsibilities

- **Data Compilation and Analysis**  
Collate and interpret reports from CRM system, including referrals, case activity, service outcomes, client demographics, and other operational metrics.
- **Data Management**  
Maintain and update master spreadsheets to ensure consistency, accuracy, and usability.
- **Data Validation**  
Audit datasets to identify inconsistencies, ensure completeness, and correct errors to maintain high data integrity.
- **Categorisation**  
Review categorisations to ensure appropriate grouping and alignment with organisational guidelines.
- **Excel-Based Reporting**  
Apply advanced Excel functions, including pivot tables and formulas, to summarise performance indicators and support reporting needs.
- **Data Transformation**  
Reconfigure and consolidate exported reports for efficient analysis and presentation.
- **Systemic Issue Identification**  
Analyse multi-select responses and generate insights at the case level. Identify qualitative patterns and escalate findings for service review.
- **Outcome and Impact Analysis**  
Evaluate free-text entries to assess complexity and service time demands. Select examples for presentations and strategic discussions.
- **Waitlist and Access Monitoring**  
Capture quarterly snapshots of waitlist data and track longitudinal trends in service accessibility.

### Skills & Qualifications

- Experience with Salesforce reporting
- Strong proficiency in Microsoft Excel
- Knowledge of qualitative and quantitative analysis methods
- Exceptional organisational, documentation, and follow-through skills
- Experience with SharePoint and structured file systems preferred
- Familiarity with advocacy, healthcare, or social services a plus
- Knowledge of The Data Protection Act (2018) and GDPR (2018)

### Personal Attributes

- Analytical mindset with a keen eye for spotting patterns and anomalies
- Clear communicator with ability to translate data into understandable formats

- Self-directed and resilient in managing time-sensitive and evolving datasets
- Collaborative and values accuracy and continuous improvement

In addition to responding to the above criteria respondents to this Call for Expressions of Interest should provide the following:

- Full names, addresses and contact details.
- Detailed individual or corporate CV setting out all relevant work and publications with embedded links to the documents / resources where possible or attachments where necessary.
- An indication of daily rates and special rates which might apply for extensive pieces or periods of work and related expense charges and of any willingness to provide an element of services pro bono.
- Any other information which is felt to be relevant. This may include reviews, commentary or media coverage of relevant work.

Expressions of interest are now invited from people with relevant skills and experience. The closing date for receipt of Expressions of Interest is 12:00pm, Friday, 29<sup>th</sup> Aug 2025. Expressions should be emailed to [recruitment@sageadvocacy.ie](mailto:recruitment@sageadvocacy.ie) and there will then be an opportunity to engage in a process of discussion.