

Job Description

Job title	Data Insights Manager
Location	Sheffield
Hours	Full time (37.5 hours) permanent
Reports to	Head of Research and Evaluation
Staff responsible For	<ul style="list-style-type: none"> ● Research Analyst (Line management) ● Data Insights Team. This a small team, led from the Research and Evaluation Team, working across the UK and Australia offices, with Digital. The team reports on projects to internal commissioners/SROs, as well as proactively designing and delivering relevant data activities. It comprises the Data Insights Manager, Research Analyst, Data Insights and IT Support Officer - who is based in the Digital Team, and the Good Things Foundation Australia IT Officer (Team Lead)
Date	April 2019
Salary	£27,000 - £37,000 pa depending on experience, plus excellent benefits
Benefits	<ul style="list-style-type: none"> ● All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) ● 30 days holiday per year ● 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) ● Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) ● Life cover and permanent health insurance ● Confidential Employee Assistance helpline

Job Purpose

The Data Insights Manager will be responsible for leading our reputation as an international expert in the data driven digital social change. You will do this through leadership of the Data Insights Team, embedding the data community within Good Things Foundation and ensuring we are credible in occupying this space.

You will work closely with the Head of Research and Evaluation to contribute to the Research and Evaluation Team's vision and how this delivers the Good Things Foundation strategy.

You will apply your expert understanding and data skills to lead international and national quantitative research and evaluation projects, and strategically support service delivery programmes. With the support of the Research Analyst, you will directly deliver, and help others to deliver this work to a high standard - cascading effective and innovative approaches to working with data throughout the organisation.

You will proactively identify opportunities to exploit diverse data sets to create new data which are not currently being used or analysed which would be useful to the organisation and the delivery of its strategy. You will use this insight to plan and implement data collection approaches that measure performance against key organisational goals.

You will provide data reports and analysis to colleagues as required, including the Director of Design Research and Communications, Head of Research and Evaluation, Head of Digital, Leadership Team, Senior Management Team and the Board. Measurement and data analysis is central to the improvement of Good Things Foundation's projects, products and services.

You will communicate our data findings and processes effectively to a variety of stakeholders (including our community partner network, funders, policy and academic partners) through high impact publications, research reports, presentations and social media.

Key Objectives and Accountabilities

Leadership of the Data Insights Team

- To own the strategic approach to this. This is a new team at Good Things Foundation, which aims to provide a specialist service, ensuring Good Things Foundation is a sector leader in using data insights to grow our impact on the lives of socially excluded people. Your expertise and leadership of this team will inform and help deliver our strategy, to improve our products and Digital Social Inclusion programme, to win support and be influential, and to demonstrate the impact that digital social inclusion can achieve globally.

Development of Good Things Foundation's data reputation

- To work with the Data Insights Team, national and international partners to continually evolve, improve and communicate how we work with data and the worth of this.
- To proactively seek out opportunities to learn and build on our data practice
- To understand how Open Data, Big Data, algorithms can support our work, applying this understanding where it can grow our impact.
- To facilitate how Good Things Foundation adopts these behaviour changes to ensure we are at the cutting edge of data driven social change

Data analysis and dissemination

- To ensure we take a robust approach to impact measurement, data modelling and mapping.
- To keep up-to-date with developments in data collection and analysis approaches.
- To keep up to date with the latest developments in data and data visualisation - so our visualisations are immediately accessible and credible with our target audiences.
- To support colleagues from the Data Insights and Research and Evaluation Teams, and wider organisation, to ensure data analysis across projects is statistically sound.
- To work closely with the Digital Team, through the Data Insights Team, to define data collection requirements, and centralise data collection, analysis and representation.
- To work closely with and support the Design Team to inform delivery models through data collection and interpretation
- To ensure an in-depth understanding of a wide range of quantitative and qualitative methodologies to drive robust data collection.

Business Strategy & Innovation

- To lead fast delivery of data analysis to support conversations with new and larger business partners, win new projects, and keep existing partners and projects.
- To improve our data reporting tools, creating tools that make it easy for us to get what we need (without creating dependencies).
- To lead and prioritise in 2019 development of our indicators and measures (Outcomes framework) so we can quantify our direct impact, and use this to advance our profile.
- To actively source and check statistics from internal and external sources, so we feel empowered and equipped to influence policy makers.
- To lead our development of live data business models.

Research and Evaluation

- To develop quantitative data collection and analysis approaches to support the evaluation of projects within Good Things Foundation's Digital Social Inclusion programme.
- To ensure active and appropriate communication of evaluation findings to different stakeholders i.e. funders, Government, practice, academia and communities.
- To build and manage partnerships that help support Good Things Foundation's data strategy, and build the expertise and profile of Good Things Foundation as an independent research body and data-driven organisation.
- To contribute to the Good Things Foundation Design Research and Communications Directorate practice and processes.

Communications

- To write professional public facing reports, working with the Communications and External Affairs Team.
- To lead the organisation in the production and external sharing of high impact data visualisations to showcase our work
- To ensure regular and timely communications about data intelligence to the Design Research and Communications Directorate, Leadership Team and wider Good Things Foundation team.

Ways of Working

- You will take full ownership of your work, but may ask for support from more senior members of the team on unusually complex problems
- You must be a self-starter and know when to ask for guidance, challenge or sign off.
- You will support other members of the Design Research and Communications Directorate and organisation as required
- You will report to SMT/Leadership team as required on your area of work and support your Head/Director when reporting to the Board and external funders

Person Specification

<p>Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> ● Experience of leading data or research teams, providing strategic support and influence ● Experience of leading research projects ● Experience of Web Analytics ● Experience using data visualisation ● Proven experience in using data tools, analysis and reporting ● Sound understanding of the role of databases in data storage and management ● Strong analysis skills - Advanced user of spreadsheets and databases <p>Desirable</p> <ul style="list-style-type: none"> ● Experience of leading data driven delivery programmes ● Programming experience to analyse extremely large datasets and to build tools that make data analysis easier ● Experience using MySQL and Postgres databases
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> ● Ability to understand and integrate data at a technical level ● Analytical with excellent attention to detail ● Strong mathematical and statistical skills ● Skills in providing high level communication using data visualisations. ● A strong natural curiosity and related skills to discover the meaning behind data ● Capacity to identify trends in existing data and to consider implications of these to the organisation ● Skills in report writing and using social media ● Excellent oral and written communications skills ● Ability to work with, and provide training to, staff teams ● Ability to lead successful work streams or projects ● Resourcefulness in solving problems ● Excellent people skills
<p>Good Things Foundation Behaviours</p>	<ul style="list-style-type: none"> ● We are collaborative ● We are positive ● We are creative ● We are people focussed ● We are inquisitive

**Education and
Qualifications**

- Degree (or equivalent) or equivalent experience in a relevant area (e.g. statistics, information technology, maths, economics, education, health) (Essential)
- A relevant Masters Degree (or equivalent) with evidence of research methods (Desirable)

Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.