

## JOB DESCRIPTION

<b>Job Title:</b>	Data Insight Officer
<b>Reporting to:</b>	Head of Resources
<b>Location:</b>	Mahdlo, Egerton Street, Oldham, OL1 3SE. This role offers Hybrid/Agile Working.
<b>Contract:</b>	18 hours per week, permanent
<b>Salary:</b>	£26,500 - £30,500 per annum pro rata (dependent on experience)

### Our Vision

To be a beacon of excellence for youth-led provision in Oldham.

### Our Mission

To deliver high quality, innovative activities and experiences for young people from Oldham aged 8-19 (25 with a disability); to provide opportunities, raise aspirations and support young people to be the best they can be.

### Our Values – The Way We Work

Passion  
Respect  
Inclusion  
Dependability  
Excellence

### Job Purpose:

This unique role will lead on data analysis and reporting held in our Salesforce CRM, improving both the quality and quantity of monitoring and evaluation processes, driving improvements in data capture through training and upskilling the Youth Work team whilst strengthening the ability of the Youth Zone to demonstrate the measurable impact of youth work delivered. The role will also be responsible for measuring and demonstrating this impact to stakeholders; authoring and providing the necessary data to the leadership and fundraising teams and Board (as required), annual publications such as Trustees Reports and annual Impact Reports. Innovation is a key aspect of this role, involving the introduction and embedding of new methodologies to enhance the qualitative data capture process.

This role will collaborate closely with a cross-section of teams within the Youth Zone, working with the Youth Work delivery teams to feed data into decision-making, and with the Communications and Fundraising teams to provide impact measurement and analysis content for use with stakeholders and in donor reporting.

This role is ideal for someone who can bring technical data to life in an accessible way to many different audiences, creating buy-in and drive for the youth zone.

As a charity with the ambition of growth within our community, we offer responsibility, variety, and the chance to work with a team wholly invested in providing young people the opportunity to fulfill their potential.

## **Main duties and responsibilities:**

- Establish a data driven approach, feeding in insights to inform operational decisions and developing a culture where data is valued and used to inform strategy, fundraising, and delivery
- Drive the quality and quantity of data recorded on Salesforce. Supporting teams to gather and analyse their own data. Act as a champion for impact, encouraging and enthusing the team to recognise the value of data in measuring youth work outcomes
- Develop new reporting tools and communication systems to establish a positive feedback loop between data collection and insight
- Support youth work teams to weave outcome measurement and impact recording into daily delivery, achieving consistent quantity and quality of ME APP surveys completed by young people and capturing individual young people's stories through different media (e.g. written, filmed, performed, etc).
- Interpret data to inform continuous challenge and improvement. Identifying trends/themes and sharing with relevant teams
- Develop compelling outputs and content, including data visualisation and reports
- Support the wider team with reporting to partners and donors/funders
- Lead annual detailed data analysis, to produce Annual Impact Reports for the Youth Zone, plus lighter touch quarterly insight reports
- Maintain best practice standards for Mahdlo, specifically around charity impact reporting, data collection, and the legislation concerning the storage and protection of personal data
- Collaborate with Impact and Insight Officers across Youth Zones to share best practice and learning across the Network
- Deliver training to upskill and continually develop capability within youth workers for effective data capture, monitoring, and evaluation survey design.
- To be an active member of the team and deliver a focused, measurable contribution to Mahdlo's overall strategic plan operating in line with Mahdlo's values and principles.
- To take a creative and enthusiastic approach to making Mahdlo a valued organisation in Oldham and a leader in its field.

## **General Requirements:**

- Work diligently to meet the requirements of this job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Participate positively in internal/external meetings and training as required
- Positively participate in one to ones and appraisals
- Work in accordance with Mahdlo's culture, values, aims and objectives
- Act as a positive ambassador for Mahdlo at all times
- Be flexible and willing to undertake any other duties that may be reasonably be required

**Additional Information:**

- The hours of work are 18 hours per week and will be worked flexibly in line with the needs of Mahdlo and its key activities. This will involve working during the day, and occasional evenings and at weekends.
- In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.
- Mahdlo is an equal opportunities employer and welcomes applications from all sections of the community.

**NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed in consultation with the employee. As a general term of employment, Mahdlo may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

## PERSON SPECIFICATION

		Essential	Desirable
<b>Qualifications</b>			
	Degree in data management or a related field		✓
<b>Experience</b>			
	Salesforce experience		✓
	Previous experience in data analysis or a similar role, including handling large datasets, using data to derive insights, and data-led decision-making	✓	
	Experience with data visualisation tools (e.g., Tableau)		✓
	Experience working with young people or in a youth work setting		✓
<b>Knowledge and Skills</b>			
	Ability to interpret and present data in a clear, understandable manner, communicating effectively to both technical and non-technical audiences	✓	
	Ability to collaborate with a variety of stakeholders, effectively managing and prioritising own workload.	✓	
	Meticulous approach to data, ensuring accuracy and reliability while working to tight deadlines, ensuring security and compliance with data protection legislation	✓	
	Excellent organisational and administrative skills, with proven experience in effectively managing multiple tasks within agreed timescales	✓	
	Excellent interpersonal, facilitation & communication skills, with an ability to work flexibly & collaboratively	✓	
	Willingness to learn and adapt to new technologies and methodologies	✓	
	Ability to work under own initiative	✓	
	Proactive, positive and solutions focussed		
	Commitment to fairness, equality, and respect	✓	
	Ability to interpret and present data in a clear, understandable manner, communicating effectively to both technical and non-technical audiences	✓	
<b>Personal Attributes</b>			
	Self-motivated, able to use own initiative, be patient, helpful and flexible.	✓	
	Positive and enthusiastic	✓	
	Punctual and reliable	✓	
	Commitment to personal and professional development	✓	
	Must be able to work regularly during the daytime, some evenings and at weekends	✓	