

woman's Trust

recovery from domestic abuse

Data Insight Manager

This post is open to female applicants only –
the Equality Act 2010 pursuant to Schedule 9, Part 1 applies.

Salary: To £38K FTE per annum
(subject to experience)

Hours: 28 hours per week (4 days)

**Location: London/Hybrid working – a minimum of 50% of
working hours to be spent in our office in Edgware
Road/Paddington**

Closing date: 7th of January 2025



www.womanstrust.org.uk

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Charity No:1143513 / Company no 6886781

PO Box 70420, London NW1W 7QL

020 7034 0303/0304

December 2024

Dear Applicant,

Thank you for your interest in the post of **Data Insight Manager** at Woman's Trust.

We are the largest independent charity providing free and confidential mental healthcare to domestic abuse survivors throughout London. This role is vital in ensuring that the public and key stakeholders understand the impact of our work; that we can generate more support and funding for what we do, helping more women as a result; and that we can influence public policy to ensure even more survivors of domestic abuse have access to specialist mental health support.

This post is open to female applicants only – the Equality Act 2010 pursuant to Schedule 9, Part 1 applies.

To apply, please provide your CV and a covering letter of no more than 3 pages, outlining your experience, skills, and knowledge relevant to this post, showing us how you fulfil the essential criteria set out in the Person Specification. Please address each of the criteria, providing actual examples of the related work/experience/skills you have.

Application deadline is end of day 7th of January 2025. Interviews will be held the week commencing 13th of January 2025.

Only successful applicants will be notified. Therefore, if you have not heard from us within 2 weeks of the closing date your application has not been unsuccessful.

We look forward to receiving your application.

Kind regards,
Heidi Riedel
Chief Executive Officer

Data Insight Manager

Hours	Part time - 28 hours per week (4 days)
Salary	To £38,000 FTE per annum subject to experience
Length of Contract	Permanent
Responsible to	Board of Trustees
Line Managed by	Head of People & Operations
Key Relationships	CEO, Senior Management Team, Communications Team, Service Delivery Team
Location	Based at Woman's Trust's office, Paddington, NW1 / hybrid working – minimum of 50% (2 days) to be spent in the office.
Benefits:	Flexible working 25 days holidays (up to 5 days maximum accrued after 5 year of service) Cycle to work scheme 3% pension contribution Employee Assistance Program (EAP)

Job Purpose

This is a newly created position at Woman's Trust, reflecting the critical need for impactful insights and evaluation of our services. The Data Insights Manager will lead, motivate, and develop an efficient and dynamic insights team and will strategically work with the Service Delivery team to turn the data collected by Woman's Trust into actionable insights, so that we can better support the women accessing our services.

This role will be responsible for the smooth running and development of reporting and analysis tools across Woman's Trust, so that staff can use our internal service data to inform their ongoing work and decision-making.

To ensure that Woman's Trust is feeding data learnings into our organisational development and service reviews, the Data Insight Manager will ensure the team are asking the right questions, pick out trends in the data with distinct themes, challenge our staff to collect and report accurate data and help to evolve our data practices. The Data Insight Manager will create ways in which Woman's Trust can utilise its data to improve and expand our services as well as undertaking relevant ad hoc research projects, both internal and external, to ensure Woman's Trust is seen as a leader in its field in producing sector relevant reports, presentations and papers.

The Data Insight Manager will take ownership of concisely communicating insights from our data and research to both internal and external stakeholders in innovative and engaging ways. The role will deliver on Woman's Trust's strategic priorities with regards to service contracts, data, monitoring and evaluation. You will not only mentor and develop capacity within your own team but act as a data advocate, enhancing the relationship between the front-line workers Woman's Trust's work and the staff managing the contractual obligations.

Key responsibilities and duties:

1. Oversee the relationship with Woman's Trust's external database and software provider (currently IT Works Oasis) to ensure that all staff have the correct access, training, and support to deliver their work effectively.
2. Review the agreements with external providers, benchmark services and lead any conversations about upgrades/migration.
3. Undertake the role of nominated Data Protection Officer, responding to all requests made to the Woman's Trust's DPO in a timely and methodical manner.
4. Work with the Insights Team and Service Managers/Directors to understand the desired key outputs and outcomes for services, and ensure effective monitoring, evaluation, and best practice guidance for using Oasis is embedded into case management and service development.
5. Support the Insights Team to prepare reports and analyse large sets of quantitative and qualitative data on service delivery gaps and strengths within and across projects as required.
6. Ensure the integrity and robustness of Woman's Trust's data and handle reports of issues from the Insights Team with data quality and/or case compiling, guiding the team to liaise with front line staff, managers, and data analysts from partner agencies as necessary to improve practice and increase positive outcomes for service users.
7. Use analysis of service delivery data relating to Woman's Trust's programming to make strategic recommendations to the Senior Leadership Team.
8. Act as an internal and external advocate for data at Woman's Trust, highlighting the importance and integrity of data internally and presenting the findings of our work to both internal and external audiences (e.g. at conferences).
9. Critically assess and develop how we measure the value of Woman's Trust services to enable the charity to communicate both its social and economic value to funders, commissioners, and other relevant stakeholders.
10. Keep up to date with new and emerging impact measurement initiatives locally and nationally and drive the conversation with the Senior Leadership Team around where Woman's Trust sits in terms of innovation and sector best practice.
11. Hold at the centre of your work the importance of the quality and effectiveness of Woman's Trust services, how these can be improved, and consider innovative ways in which Woman's Trust can conduct service user feedback interviews.
12. Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
13. Participate in supervision, training and meetings as required and assist in the development of services in line with agreed development plans.

PERSON SPECIFICATION: Data Insight Manager

A = Application

I = Interview

KNOWLEDGE AND QUALIFICATIONS	
1.	A bachelor's degree or relevant work experience in an appropriate field; social research or a numerate discipline will be highly valued A
2.	Good understanding of the Theory of Change (Toc) approach, logical frameworks, MEL plan development and other key MEL approaches/methodologies, including both quantitative and qualitative, and participatory methodologies, is essential A/I

EXPERIENCE

1. Significant experience producing a broad range of written reports, with a keen interest in social research and policy impact **A/I**
2. Experience of leading a team to interpret and analyse results across the charity sector and its programming, particularly community and voluntary services and/or the women's sector **A/I**
3. Experience of working with highly sensitive data, large data sets and adhering to data handling best practice **A/I**
4. Team management experience, including working with a remote/geographically dispersed team **A/I**
5. Proven technical experience of owning and developing data projects and demonstrable business process and project management skills including planning, budget and resource management: experience with database migration will be highly valued **A/I**
6. Demonstrable experience driving the dissemination of information to key stakeholders in a timely and engaging fashion, including the creation of regular reporting dashboards, presentations to Advance teams and to external bodies such as funders **A/I**
7. Experience as an organisational Data Protection Officer **A/I**

TECHNICAL/WORK BASED SKILLS

1. Ability to work autonomously within agreed priorities, mainly working to medium to long term objectives where professional judgment will be required and use insight/data to directly inform overall strategic direction for Advance **I**
2. Proven analytical skills working with both quantitative and qualitative data. **A/I**
Self-awareness to balance the delivery of detailed, focused, and relevant analysis and reporting alongside communicating and presenting the information in appropriate and accessible ways to internal and external audiences/stakeholders **I**
3. Excellent interpersonal and communication skills (written and verbal, including creative and engaging presentation skills) and ability to work across a number of different teams with very different skillsets and backgrounds **A/I**
4. Able to make judgement calls and firm decisions regarding the best use of all available resources and time effectively to deliver a quality programme of insight and analysis **I**
5. Results focused, solution-oriented with a proactive and positive approach, and excellent ability to prioritise and organise own work **I**
6. Highly organised with attention to detail and ability to work under pressure, handling a busy cross-functional workload and sensitively managing boundaries and priorities, with a results focus **I**
7. Ability to lead change in a forward-looking non-profit organisation and to establish a culture of learning leading towards a more impact-focused approach **I**
8. Advanced level Excel and proficiency in Windows software and database management **A/I**

GENERAL SKILLS AND ATTRIBUTES

Committed to Woman's Trust's charity ethos and key values which are Trustworthy, Person-centred, Empowering and Client Led



Woman's Trust is a woman only, woman-led charity based in Westminster providing free counselling and support services to women in London who have or are experiencing domestic violence.

Woman's Trust's ethos and approach

The provision of client-led services is central to the ethos of WT. Women who use our services have a central role in deciding and approving developments and changes. WT uses a number of consultation methods both with women who currently use our services and those who are past users including exit questionnaires, self-esteem questionnaires, feed-back from groups and counselling sessions. Women are asked to comment on any changes and developments in our services. This information is discussed within the staff team and at Management Committee meetings so that future developments can be influenced.

Staff use a consultative approach with women on all aspects of Woman's Trust work and services are only developed or changed in conjunction with the women who use them. Being able and committed to delivering services in this way is essential for staff and volunteers working at WT.

This method of working ensures that services are appropriate to the real needs of women affected by domestic violence.

Many women affected by domestic violence tell us that they experience high levels of self-blame for the violence or abuse, lack of self-esteem and confidence. By providing a person-centred response WT is able to support women to explore their experiences in a positive way and to build on their existing skills and achievements.

Women affected by domestic violence do not always get a positive response from individuals and/or agencies they approach for help. Women are often met with disbelief and made to feel that it is somehow their fault. One of the most common myths about domestic violence is that the woman 'must have done something to deserve or cause it'. Working in a consultative and person-centred way helps to ensure these negative messages are not reinforced.

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Equal Opportunities Policy

Principle: Woman's Trust is actively committed to oppose all forms of discrimination on the grounds outlined in this policy. Woman's Trust is committed to its Equal Opportunities Policy being realised in practice and will continue to amend and update when and where it is necessary and appropriate to do so.

Purpose: Woman's Trust aims to be an equal opportunity employer and to provide an environment free from harassment and inequality. Woman's Trust values diversity and believes in providing an environment which promotes fairness, dignity, and respect for everyone. WT aims to ensure accountability at all levels and to enable all potential users to access our services.

Applies to: Staff, Management Committee, volunteers, and clients.

Policy:

Woman's Trust (WT) is committed to a policy of equal opportunities in employment whereby individuals are selected, trained, promoted, and treated on the basis of their relevant merits, skills, and competency. Woman's Trust values diversity and believes in providing an environment which promotes fairness, dignity, and respect for everybody.

The objective of this policy is that no person should suffer or experience less favourable treatment, discrimination, or lack of opportunities on any grounds which cannot be shown to be justifiable within the context of this policy.

This policy will influence and affect every aspect of activities carried out at WT.

In the provision of services and the employment of staff, Woman's Trust is committed to promoting equal opportunities for everyone. Throughout its activities, WT will treat all people equally whether they are:

- Seeking or using our services.
- Applying for a job or already employed by us.
- Trainee workers and students on work experience or placements.
- Volunteer workers.

Equal Opportunities and Discrimination (Equality Act 2010)

The Equality Act came into force in October 2010 and replaces all previous equality legislation in England, Scotland, and Wales – namely the Race Relations Act 1976, the Disability Discrimination Act 1995, the Sex Discrimination Act, the Equal Pay Act, the Employment Equality (Age) Regulations 2006, The Civil Partnership Act 2004, the Employment Equality Regulations 2003 (religions and belief and sexual orientation).

The Equality Act 2010 protected characteristics are:

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief sex and sexual orientation.

In valuing diversity Woman's Trust is committed to go beyond the legal minimum regarding equality.

The **Equality Act 2010** harmonises and strengthens and replaces most previous equality legislation. The following legislation is still relevant:

- The Human Rights Act 1998.
- The Work and Families Act 2006.
- Employment Equal Treatment Framework Directive 2000 (as amended).

Procedures

The CEO has overall responsibility for the formulation, implementation and monitoring of the policy which is approved and supported by the Board.

In order to implement this policy, we shall:

- Communicate the policy to employees, job applicants, volunteers, and relevant others.
- Incorporate specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff.
- Ensure that those who lead in assessing candidates for recruitment or promotion have received Equal Opportunities training.
- Incorporate equal opportunity notices into general communications practices.
- Ensure that adequate resources are made available to fulfill the objectives of the policy.

Conduct and general standards of behaviour

All staff and volunteers are expected to conduct themselves in a professional and considerate manner at all times. WT will not tolerate behaviour such as: shouting, isolating, ignoring, or refusing to work with certain people or any other forms of harassment or victimisation.

These behaviours are considered to be disciplinary offences within Woman's Trust and can lead to disciplinary action being taken.

WT does encourage staff to resolve misunderstandings and problems informally wherever possible, depending on the circumstances. However, whether dealt with informally or formally, it is important for staff who may have caused offence to understand that it is no defence to say that they did not intend to do so, or to blame individuals for being oversensitive. It is the impact of the behaviour, rather than the intent, that counts, and that should shape the solution found both to the immediate problem and to preventing further similar problems in the future.

Complaints of discrimination

WT will treat seriously all complaints of unlawful discrimination on any forbidden grounds made by employees, trustees, clients or other third parties and will take action where appropriate.

All complaints will be investigated in accordance with the organisation's grievance, complaints, or disciplinary procedure, as appropriate and the complainant will be informed of the outcome in line with these procedures.



We will also monitor the number and outcomes of complaints of discrimination made by staff, volunteers, clients and other third parties.

RECRUITMENT AND SELECTION

1. The recruitment and selection process are crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
3. We will ensure that Job descriptions are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
5. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do their job.
6. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
7. Selection decisions will not be influenced by any perceived prejudices of other staff.

MONITORING

We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve: -

- The collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applications and current employees.
- The examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
- Recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

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Ethnicity

- Asian
- Asian British
- Asian Indian
- Asian Pakistani
- Asian Bangladeshi
- Any other Asian Background (please specific)
-

- Black
- Black British
- Black African
- Black Caribbean
- Any other Black Background (please specific)
-

- Chinese
- South East Asian (please specify)
-

- Irish Traveller
- Romany Gipsy
- Any other Traveller/Gipsy Background (please specify)
-

- Mixed White and Black Caribbean
- Mixed White and Black African
- Mixed White and Asian
- Any other Mixed Background (please specific)
-

- White British
- White Irish

Age

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 65 +

Gender

- Female
- Gender Reassignment (please specify)
- _____
- Rather not say

Sexual Orientation

- Bisexual
- Heterosexual
- Lesbian/Gay Woman
- Other
- Rather not say

Religion

- Atheism
- Agnosticism
- Buddhism
- Christianity
- Hinduism
- Humanism
- Islam
- Jainism
- Judaism
- Sikhism
- Any other Religion/Belief (please state)
- _____
- No religion or Belief
- Rather not say

Do you consider yourself to have a disability?

- Yes No Rather not say

If yes, do you have a:

- Physical impairment
- Sensory Impairment
- Learning Disability
- Mental Health Condition (long term)
- Other Health Condition (long term)

Any other White Background (please specific)

Rather not say