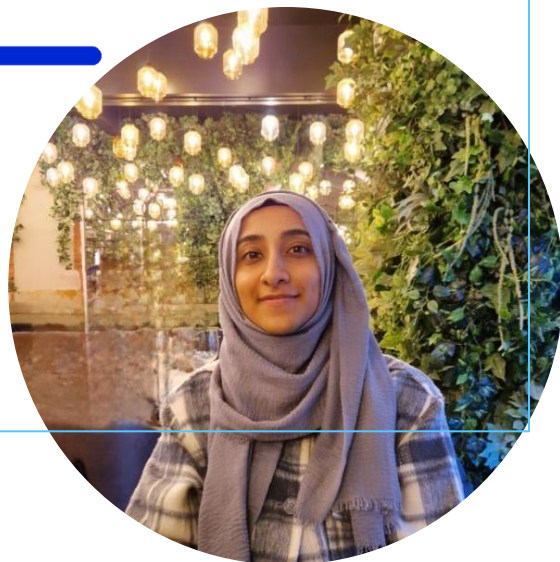


**Data and Insight Coordinator  
Recruitment Pack  
2024**

## Welcome from Zaynab. (Head of Evidence and Impact)

Thank you for taking an interest in our Data and Insight Coordinator role.

This role will be central to ensuring our data-driven approach aligns with our goals. You'll work closely with me and colleagues across the organisation to strengthen our data infrastructure, optimise programme evaluation, inform our fundraising and communications efforts, and advocate for policy changes that benefit young people.



We're seeking a passionate and collaborative data professional who is excited about using data to drive positive change. We are a small department of two and this role will help bolster capacity as we embark on an exciting period of growth with our new 2024-2027 strategy cycle.

This role is perfect for someone looking to take a step up in data management, training & information sharing.

Khulisa's new strategy is focused on evolving our delivery approach for lasting impact. This involved making significant changes to our programme delivery and operating model. This shift towards prioritising long-term outcomes and an evolved delivery approach requires an expert Data and Insight Coordinator who can play a central role in data management and analysis, systems development, MEAL (Monitoring Evaluation Accountability and Learning), and storytelling.

The Data and Insight Coordinator is a key stakeholder in achieving our departmental goals:

- A) To build a strong foundation by strengthening data collection and management systems.**
- B) To continue to develop the Face It programme into a user-centred programme through quality assurance and rigorous evaluation.**
- C) To leverage impact for growth by strengthening the impact narrative across fundraising and communications.**
- D) To champion evidence-based advocacy to secure policy changes that benefit young people.**

In June 2024 we introduced mixed methods research, which has given us even deeper insights into the experiences of young people, school staff, and parents/carers. Whilst this role requires proven experience of quantitative skills, we are open to candidates with limited or no experience in qualitative research. This is a varied role and there will be opportunities for fieldwork e.g. conducting interviews, facilitating and moderating focus groups, etc. We can provide training and support to help you develop the necessary qualitative skills.

The ideal candidate is someone who is passionate about data and eager to contribute to our ongoing efforts to improve our data-driven approach. If you enjoy making data fun and easy to understand, are comfortable working with stakeholders from non analytical backgrounds, and get a kick out of improving processes then get in touch.

If you're creative, solution-oriented, and enjoy working with diverse teams, we encourage you to apply. There has never been a more exciting time to join!

# Vision



Our Vision is a society where young people affected by trauma and adversity have the social and emotional skills and nurturing environments they need to thrive.

## About Khulisa

Khulisa, meaning to nurture in Zulu, is a small, national charity, working in London and Manchester. We work with the hardest to reach young people, in deprived communities, at high risk of exclusion and involvement in crime.

The young people we support have experienced early trauma: neglect, abuse, poverty and exploitation. We work in educational settings and communities, delivering intensive therapeutic programmes to explore root causes of emotional distress, build resilience and emotional wellbeing and teach coping skills.

To ensure long term sustainable outcomes we support young people in their wider context, by delivering high impact trauma training to professionals and families, to create trauma informed environments.

## Our strategy



### Increase our support for the most underserved young people

Reach more young people and support them for a longer time, with an increased focus on those who have experienced complex and multiple traumas and adversities and not being adequately served by society.



### Evolve our approach for lasting impact

Develop our model to focus on sustaining outcomes for young people longer term. We will build our qualitative evidence, centre young people's voice and include educational outcomes alongside social & emotional skills and relationships.



### Build a sustainable income model

Diversify our income streams and transition to a part-paid model for schools, introducing a more customer-oriented approach to school engagement across the organisation.



### Develop Khulisa's infrastructure for a sustainable future

Build strong systems and processes that utilise information technology and support standardisation so that we are prepared for future scale.



## Our core beliefs

**Trauma** can be a root cause of violence, social exclusion and crime. Young people who experience trauma or adversity are likely to experience delays in social and emotional development. This can have life limiting consequences and can often lead to a life of violence, social exclusion and crime.

**Emotional Health** is the key indicator of positive life outcomes for young people. Young people who are demonstrating repeated patterns of violent or disruptive behaviour are expressing a social or emotional need which is not being met. They need support and adequate care, not further punishment or exclusion.

**Social & Emotional Skills** are proven to promote positive life outcomes and are disproportionately valuable to the most disadvantaged groups. But, new skills will only do so much for young people. We must **build skills** whilst helping individuals to build **positive relationships** in **nurturing environments**. These are the three essential conditions for positive wellbeing.

## Our values

**To Nurture:** Supporting growth and capacity to enable greater emotional intelligence individually and as a team (self awareness)

**To Restore:** Working effectively and restoratively as part of a team – a strengths based approach to problem solving and conflict resolution (Relational)

**To Empower:** Enabling others to thrive and make healthy choices for self, others and the organisation (Community)

**To Guide:** Leading projects, teams or people in pursuit of our purpose (Moments of Truth)

## Our approach

Our team of skilled therapists deliver intensive, therapeutic programmes for groups of 8-12 young people over a 12 week period. These programmes are proven to significantly increase young people's social and emotional skills, and in turn, their emotional wellbeing and self confidence. We also train professionals, and parents and carers in how to create nurturing, trauma informed environments for young people.

This is because to create meaningful and lasting change, we need to ensure that all young people are cared for by adults who are trauma informed and are supported by systems that are responsive to their social and emotional needs.





## Data and Insight Coordinator

**Reporting to:** Head of Evidence & Impact

**Role type:** Permanent

**Hours:** Full time, hybrid working, one day in the office in Brixton

**Location:** London (with occasional travel to Manchester)

**Work permit:** Required to have the right to work in the UK

**Salary and benefits:** £32,000 - £37,000

**Start date:** November or as soon as possible

Alongside a competitive salary, Khulisa offers a vibrant, wellbeing oriented culture and benefits, including:

- 25 days leave (plus up to 5 additional days leave over the Christmas period, at the discretion of the CEO)
- Pension scheme
- Flexible working around the core hours 10am-4pm
- An employee assistance programme
- An annual health and wellbeing allowance
- Flexible working arrangements to support family life and work-life balance
- Enhanced Maternity/Paternity/Adoption Leave

## The Role

This is a new and varied role within the organisation, reporting directly to the Head of Evidence and Impact. The core part of the role is to gather, interpret and visualise a variety of data sources from Khulisa's engagement metrics and outcomes measures; to create actionable insights that will guide our programme delivery and enhance our overall impact; and to support us to lobby for systemic change.

At Khulisa, we're committed to making a difference in the lives of young people. We're a dynamic organization with a strong focus on evidence and impact. Our team is responsible for generating the evidence which is a core part of Khulisa's strategy and informs crucial strategic decisions. We use our evidence to inform future programme design and to influence policy and practice.

You will be a proactive team player, and see the value of building rapport with colleagues who you will be working closely with: the Programmes and Participation team, Senior Fundraising and New Business Coordinator, and Leadership team.

The successful candidate will be a detail oriented and strategic thinker with a strong background in data analysis and insight generation. You will have excellent skills in data visualisation, and the ability to translate complex data into clear, actionable recommendations. Your experience will include working with CRM systems and data reporting tools, and you will be adept at managing multiple priorities in a fast paced environment.

We aim to provide significant opportunities for personal growth, training and career development, and are seeking someone with the ambition to play a crucial part in maintaining quality as Khulisa grows over the next three to five years.



## Key responsibilities

### Data management and analysis

- Manage and develop the CRM (Salesforce) to ensure we continue to collect high quality data at scale.
- Ensure data accuracy, consistency, and completeness of data collected and analysed.
- Utilise statistical techniques and data visualisation tools to analyse quantitative and qualitative data.
- Extract meaningful insights to inform decision making, strategy development, and support the development of effective policies within the justice and education sectors.
- Produce high quality reports, detailing the findings and presenting recommendations to key internal and external decision makers.
- Develop and implement quality standards.

### Systems management, development and capacity building

- Support with the optimisation of Salesforce CRM platform to streamline its usage for monitoring and evaluation.
- Support with delivering training and workshops to support staff in developing their MEAL skills and knowledge.

### Impact culture development

- Promote a culture of data driven decision making throughout the organisation.
- Foster a culture of continuous learning and improvement
- Encourage and facilitate the sharing of knowledge and best practices within the organisation.
- Support our efforts to amplify youth voice by establishing regular and attractive opportunities for young people to feed back on their needs and experiences.
- Assist in the facilitation and moderation of focus groups and other qualitative research methods.
- Support the Head of Evidence and Impact to develop creative and playful ways to ensure that the feedback, insights, and experiences of young people are at the heart of our programme evaluation, design and delivery processes.

### Stakeholder support

- Respond to inquiries from schools and other stakeholders regarding data, evaluation, and reporting.
- Provide ongoing support and guidance to practitioners to ensure consistent high quality programme delivery.
- Provide relevant data and insights to support the needs of the wider Khulisa team (fundraising, programmes, partnerships, Leadership Team).
- Working collaboratively to build and maintain comprehensive reports, dashboards and visualisations, providing actionable insights and metrics for the organisation
- Collaborate with leadership and management to inform strategic decisions based on data driven insights.
- Provide support to the leadership team on ad hoc projects or tasks as needed, within the scope of your role and responsibilities.





## About you

We understand that everyone has a unique set of skills and experiences. The 'About you' section is designed to give you an idea of the key areas we are looking for.

While you may not possess expertise in all of the areas, we encourage you to apply because at Khulisa, we are committed to supporting your professional growth and development.

- **Alignment with Khulisa's vision:** you are committed to Khulisa's vision and believe that all positive life outcomes start with a child feeling happy and well.
- **Attention to detail:** you are committed to producing accurate and high quality work.
- **Charity sector knowledge:** you are familiar with the context of the charity and/or education sectors and the various pitfalls of these systems which result in many young people becoming excluded or marginalised.
- **Community engagement:** you are interested in connecting with the young people and communities we serve.
- **Education sector knowledge:** you have an understanding of the particular pressures and challenges that either secondary schools, parents/carers and communities are facing.
- **Growth mindset:** you have a willingness to learn from feedback and mistakes.
- **Independence and proactivity:** you can work independently and take initiative.
- **Learning and development:** you are eager to apply learnings to inform future policy development.
- **Passion for social equity:** you are driven by a commitment to supporting young people and promoting social justice.
- **Policy and practice knowledge:** you have experience working in the youth, justice, education, or therapy sectors.
- **Public sector research:** you are passionate about research and its role in informing government policies.
- **Qualitative research:** you have experience of conducting focus groups, interviews, and other qualitative research methods.
- **Relationship building:** you are able to connect effectively with colleagues, partners, and young people.
- **Safeguarding expertise:** you have an understanding of safeguarding principles and risk management.
- **Teamwork and innovation:** you enjoy working collaboratively and are eager to contribute creative ideas.
- **Youth advocacy:** you are committed to championing youth voices and promoting ethical practices.

As well as letting us know your skills and interests, and how they align with this role, we are also open to discussing areas where you would like to focus on developing your skills.





## How to apply

To apply, please send: a covering letter addressing the abilities and skills within the person specifications, and a copy of your CV (no more than 2 pages) by **9pm, Sunday 20 October 2024** to [info@khulisa.co.uk](mailto:info@khulisa.co.uk). Please include 'E&I: 09/24-D&IC' in the subject of the email.

## Recruitment timetable

Recruitment stage	Date
First stage interview (online)	28 / 29 October
Second stage Interview	6 / 7 November
Successful candidates notified	w/c 11 November
Role start	From November 2024

Khulisa strives to be a place where all can thrive. DEIB (Diversity, equity, inclusion and belonging) is at the heart of what we do. At Khulisa we understand how important it is that our workforce is representative of the people we support and who support us. We believe that every individual has the right to be their true self and to live a full life without prejudice, fear or barriers. This is the starting point for all our commitments and actions and underpins our commitment to be there for all children.

Candidates are encouraged to apply even if your experience does not precisely match the job description for this role. Your experience, skills and passion will set you apart so tell us about your achievements and how this has shaped you, including things you've learned along the way.

We are especially interested in hearing from applicants who have lived experience of youth violence, adverse childhood experience, school exclusion and/or the criminal justice system. It is also important to us that the people we hire do not discriminate. We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all.

Thank you for considering Khulisa.

We look forward to receiving your application.





[www.khulisa.co.uk](http://www.khulisa.co.uk)



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