

## Data and Insight Manager

|                   |   |
|-------------------|---|
| <b>Job Title</b>  | Data and Insight Manager  |
| <b>Reports to</b> | Senior Programme Manager  |
| <b>Salary</b>     | £30,400-£35,900   |
| <b>Contract</b>   | Fixed-term (ending 31 December 2025)  |
| <b>Hours</b>      | 37.5 per week (full-time)   |
| <b>Location</b>   | <p>Remote working with hot desking opportunities in London and Manchester a few days per month.</p> <p>Brightside meet in-person five times a year as a whole team. Smaller team meetings may take place in-person throughout the year.</p> <p>Occasional travel may be required for this role.</p> |

### About Brightside

Brightside is on a mission to help young people make confident and informed decisions about their future. For over [20 years](#), we've used technology to connect young people facing barriers with inspiring mentors. We deliver online mentoring programmes in collaboration with schools, universities, businesses and charities to provide young people with access to networks, online career information and high-quality mentoring. Read our latest impact report [here](#).

### Role overview

The Data and Insight Manager will be responsible for monitoring and evaluating quality and impact across our mentoring programmes. The postholder will work closely with our Programme Managers to build evaluation frameworks that reflect our partners' objectives and support the delivery team to plan projects that deliver on the partners' target outcomes. The postholder will lead on analysing end of project survey data, drawing insights and recommendations and using these to write and deliver end of project evaluation reports. The Data and Insight Manager will monitor impact and outcomes across our portfolio and support our Senior Leadership Team to understand the impact our projects are having across our mentoring portfolio. This is a varied role, suited to candidates interested

in using data and insights to improve processes and articulate impact to a wide range of audiences.

## **Responsible for**

- Creating evaluation frameworks for our projects based on logic modules, ensuring our mentoring delivery is outcomes-driven
- Collaborating with the programme delivery team to ensure partner aims are embedded in evaluation frameworks alongside our organisational Theory of Change
- Creating and maintaining Power BI dashboards to oversee end of programme and termly impact data
- Sharing start of programme data with the delivery team to encourage in-project changes based on findings
- Analysing quantitative and qualitative data to use in evaluation reports and to support wider organisational activity
- Writing end-of-project evaluation reports, using data to make recommendations
- Overseeing the efficiency and accuracy of our data collection tools
- Proofing and testing evaluation surveys to ensure accuracy of questions and survey logic
- Reviewing and improving our evaluation planning and reporting templates as appropriate (including focus group templates and documentation)
- Delivering focus groups and/or interviews as required by project evaluations or wider organisational impact reporting
- Termly data analysis of outcomes across our portfolio to track impact progress
- Working with the fundraising team, using our data and case studies to bring our impact to life
- Using our significant qualitative and quantitative data to explore hypotheses
- Identifying patterns or results that help us to understand our impact and key drivers to ensure a high-quality experience for our mentees and mentors

## **Accountable for**

- Evaluation processes – embedding systems to collect essential information and context from the programmes team for writing evaluation reports
- Embedding learning – ensuring that there are systems in place for project learning to be captured in future project plans
- Accurate data collection – ensuring that all surveys are set-up correctly and that data is gathered accurately

## **Team working**

- You will be line managed by the Senior Programme Manager
- You will work closely with the programmes team to gather partner aims and objectives to support evaluation frameworks and reports

- You will work closely with the fundraising team to support their work in communicating our impact

## Essential criteria

To be successful in this role, you should:

- Be strongly aligned with our mission
- Embrace [Brightside's values](#) and contribute to a positive staff culture
- Understand the challenges faced by young people in education and careers
- Significant experience in evaluation methodologies, such as logic models and Theory of Change
- Significant experience in creating and using Power BI dashboards (or similar systems) to analyse data
- Demonstrate a strong track record in data analysis
- Significant experience in evaluating a project or process from start to finish
- Be comfortable working with stakeholders from non-analytical backgrounds
- Strong writing and editing skills with attention to detail
- Have experience of monitoring impact and project outcomes across several projects
- Demonstrate a strong track record of translating complex findings into accessible reports and presentations for a wide range of audiences
- Be solutions-focused with the ability to work through challenges with others
- Be able to use creativity to find stories in project data
- Have excellent organisation and prioritisation skills
- Be able to manage competing deadlines

## Desirable criteria

We are especially interested in candidates who:

- Have experience using Salesforce or other CRM software
- Have experience of using project management software such as Monday.com for tracking deliverables
- Knowledge and understanding of social mobility and/or the fair access sector
- Experience of integrating youth voice into evaluation methodologies
- Have experience in facilitating focus groups and interviews

**A DBS check at the enhanced level will be required for successful applicants**

## Your development

You will be supported and challenged in this role. All staff can get involved in activities across the organisation. We are committed to the learning and development of staff. Your line manager will work with you to create a personal development plan to support your growth and career progression.

We're committed to promoting a diverse and inclusive community where everyone can be themselves and succeed in the workplace and beyond. Our culture is inclusive and supportive to staff from all backgrounds, and we provide flexible policies to cater for the differing needs of all staff.

## Salary and benefits

**Salary:** £30,400-£35,900

**Contract:** Fixed-term (ending 31 December 2025)

**Hours of work:** 37.5 hours a week (full-time)

**Holiday allowance:** 25 days

**Other benefits include:**

- Three days additional leave between Christmas and New Year
- Three days of volunteering leave
- Tenancy deposit loan scheme
- Up to one month 'work from anywhere' policy
- Employer pension contributions
- Flexible working hours
- Regular staff socials
- Option to buy up to five additional days of annual leave

## Application instructions

- Submit an answer via CharityJob to the following question: '**Can you give an example of how you've used data to drive decision-making in a previous role?**'
- Submit a **one-page** cover letter, outlining how you meet the role's [essential criteria](#)
- Submit your CV
- **Applications must be submitted by 8am on Monday 28 October**

### Applications without a cover letter will not be considered

Successful applicants will be invited to interviews from the week commencing 4 November.

A second interview for successful candidates will involve a task and/or presentation.

**Brightside will conduct a blind recruitment process, removing names and gender-identifying features from applications before being reviewed by the hiring manager for shortlisting.**

## Appendix

### BRIGHTSIDE Programmes Team

