



brightside

BRIGHTER FUTURES FOR ALL



Data and Insights Manager

Candidate information pack

“ I can definitely say that my Brightside Mentor altered the course of my life and that I wouldn't be where I am today without his support



About Brightside

Brightside is the UK's leading and safest online mentoring provider, with 23 years' experience in delivering personalised and flexible online mentoring to young people.

We exist to connect young people facing barriers with relatable role models so they can make confident and informed decisions about the future. Our flexible technology gives young people a mentor in their pocket, on their own schedule, to support their next steps.



We've worked with over 165,000 young people since 2003



Brightside mentees have sent more than 2 million messages on the online mentoring platform since 2003



Our flexible online mentoring platform helps young people to overcome geographical barriers and level the playing field when it comes to accessing relatable role models



The platform embeds goal setting technology and gamification to personalise mentoring journeys and provide every user with a bespoke experience



Our programmes embed youth voice and agency. Mentees have the power to choose their own mentor, choose whether to use text-based or video mentoring, and choose which mentoring pathway to follow from our range of topics and resources

[Our mentee stories](#)



To scale our mission and impact even further, we're looking for a new Data and Insights Manager. The rest of the candidate pack contains the full role description and application instructions.

We look forward to receiving your application.



Oliver Borm, Chair



John Craven, CEO

Our values

We have a successful track record in attracting brilliant and mission-driven people to work with us to grow our impact with young people. We're excited to offer the opportunity for someone to join our team in the position of Data and Insights Manager to support us to be even more ambitious.

We are a fast-moving charity, and we pride ourselves on our friendly, professional and supportive culture. We embrace new ideas and celebrate the talent and contribution of all team members. As an organisation, we have five values that we commit to as individuals and as a team:

1. We are ambitious; we strive for positive and lasting impact
2. We foster creativity and new ideas, so that our work evolves as we learn
3. We ground our work in collaboration
4. We celebrate individual strengths and empower people to fulfil their potential - our team is our greatest asset
5. We are committed to quality in everything we do

Brightside is committed to promoting a diverse and inclusive community where everyone can be themselves and succeed in the workplace and beyond. Our culture is inclusive to staff and volunteers from all backgrounds, and we provide flexible policies to support their differing needs.



[Meet the team](#)



Job title	Data and Insights Manager
Reports to	Programmes and Impact Lead
Salary	£30,600 - £40,300
Contract	Permanent
Hours	37.5 hours per week (full-time) We would also welcome part-time applications at a minimum of 0.6 FTE (22.5 hours per week)
Location	Remote working, with hot desking opportunities in London. Travel for Brightside team days (six a year), events and other meetings.
Holiday allowance	25 days + bank holidays

Other benefits include:

- Three days additional annual leave between Christmas and New Year
- Three days of volunteering leave
- Remote working set-up with hot desking opportunities
- Provision of a laptop and other expensed work from home equipment as necessary
- 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



Role description

The Data and Insights Manager will be responsible for monitoring and evaluating quality and impact across our mentoring programmes. The postholder will work closely with the Programmes Team to embed impact in project design and to produce evaluations that assess the impact of mentoring against our theory of change outcomes. The postholder will complete data analysis and evaluation reports for individual mentoring programmes as well as our whole portfolio to present our impact at an aggregate level. The postholder will produce organisation wide impact reports for external publication and work closely with the senior management and leadership teams to demonstrate and celebrate our impact. 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

- Championing and quality assuring our theory of change, ensuring that programmes are designed with impact at the centre and within the frameworks that will give us the most robust data sets
- Quantitative data analysis for individual programmes and our portfolio of mentoring programmes as a whole, clearly presenting our impact against our outcomes
- Qualitative data analysis of mentoring messages, written feedback and focus groups/1:1 interviews
- Producing high quality evaluation reports for individual programmes, including recommendations for future iterations
- Producing organisational impact reports and blogs/posts, to present our impact to external audiences
- Creating and maintaining PowerBI dashboards to present live impact data
- Proofing and testing baseline and exit surveys to ensure accuracy of questions and survey logic across our portfolio
- Overseeing our data collection tools and upskilling the team to use them effectively/accurately
- Overseeing our external communications to ensure regular sharing of case studies and impact stories through our comms and marketing (social media, newsletters etc.)
- Conducting focus groups and interviews and writing up case study stories
- Ensuring that all data collection is accurate and in line with our policies
- Annual data uploads to HEAT and monitoring our HESA return

Team working

- You will be line managed by the Programmes and Impact Lead
- You will work closely with our partnerships and delivery teams to ensure partner aims are built into programme impact design
- You will work closely with our fundraising team to embed impact and stories in funding bids
- You will work closely with our Virtual Assistant, providing direction on external communications to ensure our impact and stories are communicated effectively and regularly

Essential criteria

	Tested at application	Tested at interview
Be strongly aligned to our mission	X	X
Understand the challenges faced by young people in education and careers		X
Significant experience in evaluation methodologies, such as logic models and theory of change	X	X
Significant experience with data analysis and visualisation tools (advanced Excel skills and PowerBI or similar), with an ability to learn new systems quickly	X	X
Demonstrate a strong track record in data collection and analysis to produce recommendations	X	X
Significant experience in writing evaluations/impact reports	X	X
A strong and clear communicator, able to break down complex data into accessible recommendations and insight		X
Significant experience of data informed decision making	X	X
A compelling written communicator, able to bring data to life with attention to detail		X

Desirable criteria

We are especially interested in candidates who can demonstrate the following skills/experience. Please include evidence of these in your covering letter:

- Knowledge and understanding of social mobility
- Experience of integrating youth voice into evaluation and impact
- Experience with HEAT or HESA, or similar higher education databases
- Experience of overseeing external communications, particularly related to impact (social media, newsletters etc.)

The process

- Submit your CV (no more than two pages) via CharityJobs
- Submit a one page cover letter, outlining how you meet the essential criteria tested at application above with clear examples and evidence, via CharityJobs
- Provide an answer to the screening question, via CharityJobs
- **Deadline for submission: Wednesday 15 July, 23:30**
- Applications that do not include a cover letter or answer to the question will not be considered
- For an informal conversation about the role, please email Milena Lasheras-Maas, our Programmes and Impact Lead, milena.lasheras-maas@brightside.org.uk
- While we are happy for you to use AI for proof reading and checks before you submit your application, your unique written communication style is vital for this role - please submit your cover letter in your authentic voice

Interviews

- Successful candidates will be invited to first round interviews on the week commencing 20 July
- There will be a second and final round of interviews, inclusive of a written task, for the highest performing candidates. The final round will take place on the week commencing 27 July
- Interviews will take place remotely

