



Data & Impact Officer

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Candidate Pack 2024

Welcome

Thank you for your interest in joining our team at Unlocking Potential as our **Data and Impact Officer**.

We are a charity with ambitious plans to grow and expand our services, and we are committed to being a great place to work where everyone is valued and has the opportunity to thrive.

Our charity-wide approach is to be trauma responsive and therapeutically minded, as these are the cornerstones of our approach and important to our culture. We are a collaborative and supportive team, passionate about supporting children and young people with SEMH needs.

Strong social, emotional and mental health is key to leading a happy, fulfilled and independent life, and as a charity we deliver high performing therapeutic programmes and education provision for children and young people with SEMH needs. We work in collaboration with families, communities, and other partners to ensure that we can help children and young people tackle SEMH needs to unlock their full potential and thrive in all aspects of their lives.

Please spend some time reading through this pack, which will give you an insight into our work, our approach, and this rewarding role. We hope that the information provided will help you to determine whether this exciting opportunity is a good fit for you.



Our charity



Selection process



Our team



Working for UP



The role



You can find out more about our work by reviewing our:

- Charity **website**
- School **website**
- Annual **report**
- Impact **report**

You are also very welcome to reach out for an informal conversation about the role by contacting: **hr@up.org.uk**

If you believe you could bring your skills and experience to make a valuable contribution to our charity, then we would love to receive your application.

Wishing you every success!



CEO and Clinical Director

Our Charity

Mission:

Unlocking Potential, has a mission to: *“Work collaboratively with communities to enable children and young people with social, emotional and mental health (SEMH) needs to unlock their full potential.”*

What we do:

Our services combine best practice from the fields of education and clinical excellence to ensure that every child can excel:

- We opened our independent school in 2018 where we support primary school aged children who have SEMH needs through multi-disciplinary education and therapeutic provision
- We deliver outreach via our School’s Programme to schools who have a significant number of children with SEMH, through psychotherapy, occupational therapy, speech & language therapy and work with parents

“We are committed to breaking the negative cycles which can limit children’s life chances and to ensuring that all children can make excellent progress.”

Our Values:

Trust

We build trust by being honest, transparent, and accountable in the way we work with children and young people, staff, and partners and by providing services and programmes whose outcomes are measurable and evidenced based.

Collaborative

Relationships are at the heart of our work. We prioritise communication and collaboration with partners, families, and communities, believing that by working together we create more effective and holistic outcomes for children and young people.

Empowering

We co-create opportunities for our children, young people, parents/carers and staff to actively

participate in decision-making that influences change. We promote the voices of children and young people in our organisation and the wider community.

Nurturing

We provide a nurturing approach based on safety and space for creativity, exploration, and growth. We support and care for our children, young people, and staff to realise their potential.

Impact

We are committed to measuring our impact through a data driven method to develop our programmes and make a greater difference to the lives of children, young people, and their parents and carers.

We ask all staff to apply these values in all aspects of their work.

Our Team

Our team is utterly committed to transforming life chances of children, ensuring that they have opportunities to thrive. You will work alongside an experienced, energetic and innovative team of charity colleagues who are working together to develop high-quality support and solutions for some of the most challenging needs facing children.

Our Schools Programme and The Corner School is supported by our Central Services team. The Data and Impact Officer will join this friendly team, reporting into the Director of Business Development and Safeguarding:

- CEO
- Director Finance and Resources
- Finance Officer
- Director of Business Development and Safeguarding
- Digital Media & Marketing Officer
- Head of Fundraising
- Head of HR
- HR and EA Support Officer

Trustees and Education Committee

We have an experienced and dedicated board of Trustees who volunteer their time and expertise:

- Stuart Roden (Chair)
- Brian Linden (Vice – Chair)
- William de Winton (Treasurer)
- Carrie Herbert (Education Committee Chair)
- Andy Cook
- Dolyanna Mordohai
- Jonathan Clark (Safeguarding)
- Tatiana Amory
- Thomas Bible



Message from Chair of Trustees



Stuart Roden

When we founded Unlocking Potential in 2015, we did so with a passion to transform the life chances of children and young people with SEMH needs.

We recognise that we can only provide transformational opportunities for children if they know that we care about them and believe in their potential to succeed.

As we look to increase our impact and reach in the coming years, we will keep the children, young people, and their family's needs at the heart of what we do.

Job Description

Data and Impact Officer

- Hours:** Full time (37.5 hours per week) or part-time (min 3 days) considered
Full year (52 weeks)
- Location:** UP London Head Office and remote working (Hybrid)
Potential for some travel across London from time to time
- Salary:** £28,000 - £34,000 pa (FTE salary, dependent on skills and experience)
- Manager:** This role will report to the Director of Business Development and Safeguarding

Overview

We are recruiting for a Data & Impact Officer to join our supportive and talented team. You will be passionate about using your knowledge and experience to further the important work of UP in supporting children and young people with SEMH needs to reach their full potential.

This is a new role to our charity, in response to our growth, and you will play a key part in supporting our services and future plans. Able to thrive in a varied and busy role, you will be confident in working across different areas including data management and reporting, systems administration and maintenance, and effectively demonstrating the impact of our work.

For this role, we are looking for someone technically skilled and with a willingness to roll up their sleeves and work flexibly. There will be genuine opportunity to learn and to work innovatively and to make this role your own, and scope for development and increased responsibilities over time.

Key Responsibilities

Database Maintenance and Development:

- Database administration and maintenance including (but not limited to) Salesforce and CPOMS
- Ensure data is relevant, accurate, and accessible
- Support with improving and developing data quality processes, carry out regular audits to identify and correct gaps and issues
- Support with GDPR compliance regarding data retention and Subject Access Requests (SARS)
- Provide hands-on support in improving the effective use of databases e.g. carry out inductions for new employees / trainees, facilitate training sessions, create guidance documents and videos to support employees and trainees to use the systems independently
- Support with trouble shooting (e.g. password resets, technical issues etc.)

Data Analytics and Reporting and Impact

- Data reporting for termly and annual SP school reports, and writing annual reports
- Support the collection of SP ImpactEd data, analyse data and reports as required
- Data reporting for TCS attendance
- Data reporting for termly and annual Head Teachers report

- Support the collection of TCS impact and feedback data
- Develop and improve UP's reporting activities and auditing of data to improve organisational performance
- Develop comprehensive impact reporting frameworks, tracking the effectiveness of our charitable activity, and providing the Senior Leadership Team with actionable insights to drive improvements
- Support with writing evaluation and impact reports for internal and external audiences based on our data
- Support the leadership team with monitoring and analysis of UP's strategic KPIs and objectives
- Respond to individual data requests
- Provide support with fundraising data reporting
- Provide support with HR data reporting
- Communicate data requirements and follow up on requests with teams and stakeholders from across different areas of the charity
- Support Director of Business Development with extracting meaningful insights from data, contributing to informed decision-making and strategy formulation

General:

- Administrative tasks to enable delivery of the charity's strategy and objectives
- Supporting with digital visual tools / resources (e.g. organograms and flow charts etc.)
- Supporting with projects as required
- Support the Director of Business Development by carrying out any other duties that are in line with the scope and level of this role, according to the needs of the charity
- Follow UP's policies and procedures at all times
- Uphold UP's values and demonstrate commitment to these in your role
- Pro-actively maintain CPD and keep up to date with trends/best practice/specialist knowledge. Be proactive in reviewing own performance and areas for improvement and development

Person Specification

- Knowledge & Qualifications**
- GCSE (or equivalent) in English and Maths (*desirable*)
 - Relevant degree / qualification or equivalent experience (*desirable*)
 - Understanding of data trends and best practice
 - Knowledge and/or experience of impact evaluation
 - Understanding of using data to improve performance
- Skills & Abilities**
- Highly Proficient in IT software/digital technologies such as Microsoft 365, databases, AI, data analysis software (e.g. Power BI, Tableau etc.)
 - Excellent data reporting and analytics skills
 - Excellent attention to detail
 - Effective time management, planning and prioritisation skills
 - Good communication skills
- Experience**
- Experience of maintaining CRM systems and databases
 - Experience in troubleshooting and delivering training on technical systems
 - Experience of large data sets and proactively identifying data issues and areas for development
 - Experience of data reporting and analytics
 - Experience of using analytics to monitor and improve performance
 - Experience of reporting for internal or external stakeholders
 - Experience in systems development and optimisation
- Skills / Attributes**
- Excellent numeracy skills and excellent attention to detail
 - Ability to prioritise effectively and cope with competing demands and deadlines
 - Dependable and great work ethic
 - Positive attitude and approachable manner
 - Proactive and resourceful with plenty of initiative
 - Innovative with a solution focused approach
 - Flexible approach and a hands-on attitude
- General**
- Commitment to the mission, vision and values of the charity and a desire to play a role in transforming provision for marginalised children and their families
 - Commitment to equality, diversity and inclusion



UP's Selection Process

Our selection process is designed to ensure that we select the most suitable person for the job in respect of skills, experience and qualifications, in addition to alignment with our charity's mission and values.

We want you to have everything you need to make an informed application, if something is unclear, you would like more information, or if you require any reasonable adjustments at any stage of the application process, then please get in touch: hr@up.org.uk



How to apply:

In line with safer recruitment practices, to apply for this role please complete an application form by following the link on our online recruitment portal: www.up.org.uk/aboutus/work-with-us.

As part of the application, you will be asked to upload your CV and a personal statement which should clearly demonstrate (giving relevant examples) how you meet the requirements of the person specification. The criteria set out in the person specification forms the basis of the selection decision and enables the shortlisting panel to ensure objectivity. We look forward to hearing more about your experience and your interest in working with us!

Closing date:

Closing date: **13th October 2024** (or until we have sufficient candidates to invite for interview, please don't delay submitting your application!) We will keep you updated on your application by email, and will let you know about anything you will need to prepare if you are shortlisted.

Interview Process:

Interviews will be held on **18th October 2024**. The interview will consist of:

- Competency based interview, we will ask questions to explore your skills and experience, and you will also have a chance to ask us questions
- Practical tasks based on the key competencies of the role

Further information will be provided ahead of time to support you in preparing for the interview stage, and if you have any questions, please let us know!

Safeguarding:

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment.

We follow safer recruitment practices including (but not limited to): online checks at interview stage; an Enhanced Disclosure and Barring Service check; satisfactory references; a medical check; proof of qualifications and right to work in the UK.

It's a criminal offence for a person to apply to work with a group from which they have been barred from working.



Working For UP

Equality and Diversity:

Our children and families and staff come from a wide range of backgrounds, and we value the unique contribution that each individual can bring to UP.

We have a diverse and inclusive team, and we strongly believe that this is vital to our work.

UP is committed to equality of opportunity for all employees and promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit.

As a charity we have an EDI working group and achieve our EDI objectives through an annual strategy.

We welcome applications from all sectors of the community, and we do not discriminate against any applicants on the basis of any protected characteristics. We ensure that candidates and employees are treated solely on the basis of their merits, abilities and potential.

Benefits of working for UP:

Delivering our mission would not be possible without our talented and passionate team, we are committed to ensuring UP is a great place to work and offer competitive salaries, a range of employee benefits, and prioritise a culture of collaboration and having fun together:

- A competitive salary that is commensurate with our sector
- A range of employee benefits (*please see below*)
- Opportunities for your professional development and to continue to develop your skills through ongoing CPD
- Strong networks and access to key leaders
- Supportive approach to employee health and wellbeing and work-life balance, including a dedicated Employee Assistance Programme, internal Mental Health First Aiders and a range of wellbeing focused benefits
- A leadership team that regularly invites and values feedback, suggestions and ideas
- People objectives and initiatives that are guided by our annual employee engagement survey
- Commitment and pro-active approach to an inclusive and welcoming working environment
- Commitment to working in a Trauma Informed way across the school and charity
- A committed, experienced and involved Leadership Team and Board of Trustees
- Supportive and effective central shared services (Finance, HR, IT, Health & Safety, Data & Impact, Safeguarding etc.)
- Regular opportunities throughout the year to socialise and meet together as a wider charity team

Employee Benefits at UP

Financial

Pension: Nest Pension Scheme

Pay Reviews: Discretionary annual pay reviews

Life Assurance: x3 annual basic salary

Income Protection: 50% of basic salary paid, up to a 3-years, for absences of 8+ weeks due to illness/injury

Sickness Absence: Enhanced sick pay

Travel Scheme: Annual season ticket loan

Cycle Scheme: Loan to purchase a bike / equipment (interest free)

Professional Registration: Funding towards Professional fees

Clinical Supervision: Funded contribution for relevant roles

Financial Advice Line: e.g. mortgages, debts, money management etc.

Wellbeing

Health Cash Plan: Claim back against health expenses (e.g. dental, eye care, prescriptions, range of holistic services, massages). Discounts on gym memberships

Smart Health: 24/7 GP support line, remote appointments, medical second opinions, fitness & health & nutrition expert support

Employee Assistance Programme (EAP): 24/7 support line, counselling sessions, range of advice & guidance for life in & out of work

Mental Health First Aiders: Available as an internal support to all employees

Tell Jane: Confidential bullying, harassment & discrimination support line

Staff Events: Festive & Summer Socials, All Staff Days etc.

Family

Family Leave (Maternity, Adoption, Shared Parental): 16 weeks enhanced full pay

Partner Support Leave: 2 paid weeks & 2 paid appointments

Fertility Treatment Leave: 5 paid days (pro-rata)

Emergency Dependent Leave: 5 paid discretionary days (pro-rata)

Unpaid parental leave: Up to 18-weeks unpaid leave

Flexible Working: UP seek to accommodate part-time / flexible working where possible for appropriate roles

Family Advice line (UP's EAP service): A range of advice from childcare to elderly dependents, to relationships

Parental Bereavement Leave: 2 weeks paid leave

Other

Annual Leave: 25 days leave + 8 bank-holidays (pro-rata, paid for TT staff)

Festive Closure: Discretionary 3-days (pro-rata) in December

Celebrations: Life Events & Work Anniversaries

Moving Home: 1 day (one instance pp)

Compassionate Leave: Up to 5 days paid leave (pro-rata)

CPD: Funded training opportunities are provided across all teams

Training Loans: For relevant accredited courses (interest free)

CPD Days: Up to 2 days discretionary leave per year to attend relevant courses, workshops, exams, or to carry out revision

Thank you for your interest in Unlocking Potential, we look forward to receiving your application.

UP-Unlocking Potential, a company registered in England & Wales.

Company No: 09750864

Registered charity number: 1163932

