DATA INSIGHT MANAGER

SUMMARY

Job Title: Data Insight Manager
Reporting to: Head of Impact and Strategy
Direct line reports: N/A
Contract type: Permanent
Working hours: Full time - 35 hours per week
Salary Grade: £38,000
Location: Hybrid, 28 Commercial Street London, E1 6LS

JOB PURPOSE

As the Data Insight Manager, you join Toynbee Hall at an exciting time. With a recently appointed Chief Executive implementing the charity's new three-year Strategy, this position will play a pivotal role in aligning Toynbee Hall's systems and data with this new approach, ensuring the charity has the capability to measure impact from across the organisation.

You will spearhead the insight capability and database management initiatives, working closely under the guidance of the Head of Impact and Strategy to develop and grow your skillset.

Your role will encompass the entire research lifecycle, from designing impactful research studies to ensuring data integrity through meticulous cleaning and quality management. You will orchestrate the analysis, intertwining insights into compelling narratives through engaging report writing and presentations.

Beyond the world of research and systems management, you will also play a pivotal role in upholding Toynbee Hall's commitment to data protection procedures, adding a valuable layer to the essential aspects of our data governance. Join us in this dynamic role where your passion for data and insight excellence will make a tangible impact to our community and beyond.

MAIN DUTIES AND RESPONSIBILITIES

1. Manage the ongoing development of databases, systems, and CRM to meet the needs of the organisation:
    *   Ensure the accuracy, integrity and quality of data is always upheld.
    *   Produce accurate and timely statistical returns upon request.
    *   Manage the advice services dashboard.
    *   Develop process improvements and efficiencies.
    *   Assist with our internal debt advice quality assessment database, ensuring accurate data entry, data quality, and reporting.
    *   Be aware of and comply on an ongoing basis with the rules and requirements of confidentiality, data protection, data sharing and any other legal/regulatory/risk management frameworks.

2. Contribute to team understanding and use of all systems:
   - Provide the senior leaders with accurate data.
   - Deliver ad-hoc assistance to resolve technical and useability issues for the team.
   - Produce systems guides for users.

3. Work closely with key stakeholders, both internally and externally, to ensure outputs are clear and actionable:
   - Highlight and present new trends and changes in an accessible way.
   - Analyse and interpret data and communicate it in clear, digestible, and useful ways.
   - Support the creation of meaningful analysis and compelling communications to support the organisations' understanding of its clients.
   - Think creatively about how to use the data we have, how to collect the data we want, and how best to leverage it in service of our clients and community members.

4. Assist with the management of data protection enquiries and processes across Toynbee Hall:
   - Work with the Information Governance Steering Group to manage data protection across the organisation.
   - Assist with investigating data breaches or security incidents involving personal information, conducting route cause analysis.

5. Manage reporting to funders, and internal stakeholders:
   - Ensure reporting is accurate and completed in a timely manner to the highest standards.
   - Assist with investigating data breaches or security incidents involving personal information, conducting route cause analysis.
   - Producing detailed and impactful insight, highlighting key trends, opportunities, and risks.

6. Manage yourself:
   - Work toward an agreed annual work-plan meeting targets and milestones.
   - Prioritise and manage your workload.
   - Take responsibility for your personal development and seek out opportunities for support and development.

7. Safeguarding and Safety:
   - Ensure safe working practices.
   - Ensure that safeguarding incidents and accidents/ incidents are reported appropriately.

8. General:
   - Engaging with and, where appropriate/agreed, lead relationships with key partners in the sector.
   - Contributing to the overall development and implementation of Toynbee Hall's strategy.
   - Building good working relationships across the organisation.
   - Representing Toynbee Hall to external audiences.
   - Developing an open and 'critical friend' dialogue within our programmatic work.
   - Undertaking any other appropriate responsibilities that may arise.

Training

Toynbee Hall provides all necessary induction and training, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications. All employees will receive regular support and supervision.

Toynbee Hall takes outcomes and a theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness and using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.

PERSON SPECIFICATION

Essential attributes and behaviours:
- At least 2 years of insight, research and data understanding experience.
- Keen to complete tasks in an orderly way.
- Excellent communication skills.
- Strong use of Microsoft Excel and other office applications.
- Experience of using pivot tables
- Experience of using databases
- Attention to detail.
- Team player.
- Ability to work under pressure and meet project deadlines.
- Results driven.
- Interpersonal skills.
- Time management.
- Keen to learn.
- Proactivity and self-motivation.

Desirable knowledge and experience:
- Experience of administering a CRM.
- Experience of working with dashboards, Tableau, Qlik, etc.
- Experience of using data analysis tools SPSS etc.