

Data Quality and Capture Manager

Job Description

Job Purpose

Sightsavers is going through a digital transformation in data analytics to leverage operational insights into the reporting and decision making of the organisation. Through the capture of good quality data and the delivery of data analytics and reports to key people, we are engaging the organisation with the latest programme data from our thematic areas in eye health, social inclusion, education and neglected tropical diseases. Developing and integrating data capture systems, processes and tools into routine practices is the next step in promoting a data driven culture within the whole organisation as we build their data capture and data quality skills.

The Data Quality and Capture Manager, working within the Data Analytics and Reporting Team (DART), will lead on the management of our new project output data capture system being built in DHIS2. They will oversee the transition from our current system to our in-development DHIS2 based system that will be rolled out over 2025, leading on the user training and support of the new system. They will be responsible for enabling teams across the organisation to capture and evaluate the quality of their data. This will involve rolling out the Indicator Reference Guide (IRG), our new standard list of indicators for project monitoring, across the organisational processes. The role will also be responsible for increasing the data quality awareness of the organisation.

The Data Quality and Capture Manager, working with stakeholders across the organisation, is responsible for project cycle management and thematic quality improvement processes, tools, and implementation. Quality improvement is at the core of Sightsavers strategic objectives, and this role plays a pivotal part in ensuring the quality of project implementation at the country office and partner level. This role is responsible for analysis of quality assurance data and the continued development of Sightsavers quality assurance systems.

The role will take a lead on the strategic direction of data capture and quality for DART and Sightsavers over this transition period, setting out a roadmap for Sightsavers data capture and quality.

The post has several main areas of responsibility/leadership:

- 1. Lead the data capture process for output data and quality standards in the new DHIS2 platform**
- 2. Support the development of the new programme management output data system in DHIS2**
- 3. Lead on data, thematic and project cycle management quality assurance**
- 4. Support the development of tools and processes to improve project monitoring**
- 5. Lead on the data collection in DHIS2 of the Learning, Accountability and Monitoring Progress (LAMP) to support Sightsavers' Thematic Strategies**

It is anticipated the position will involve some international travel of up to 8 weeks per year.

Main responsibilities

1. Lead the data capture process for output data and quality standards in the new DHIS2 platform

- Lead on output data capture and compliance, through the maintenance and provision of support for users of the Programme Portal (and in 2025 our new DHIS2 platform), along with associated guidance, tools and processes.
- Lead on the development of data capture systems across Sightsavers teams through DHIS2, ensuring data is captured and structured for use in organisational datasets.
- Lead on delivering and maintaining DHIS2 support and training for country office users and the wider organisation.
- Lead on delivering the maintenance and administration of the new organisational output data system in DHIS2

2. Support the development of the new programme management output data system in DHIS2

- Lead on the oversight of the project plan with the DHIS2 Project Manager for DHIS2 development and ensure that the system set up matches the long-term needs of the organisation
- Support the documentation of the detailed business and systems requirements that will underpin the implementation of the new programme output data system
- Provide oversight and leadership to the Project Manager to ensure successful completion of the Build, Test & Deploy phase of the project pathway
- Work with the Project Manager to support the change management aspects of the project.

3. Lead on thematic and project cycle management quality assurance

- Lead on the operational management of Sightsavers QSAT process.
- Lead on the ongoing development and maintenance of Sightsavers quality standards and associated tools, processes, and guidance.
- Analysis, triangulation, and organisational reporting of quality assurance data. Engaging with stakeholders to ensure gaps in quality are highlighted and addressed.
- Management of the PCM quality assurance process as well as facilitation of PCM QSAT modules and support thematic QSATs as required.
- Advise on strategic use of quality assurance data and programmatic quality improvement processes

- Review and sign off PCM and thematic QSATs to ensure standardisation of completion, quality of data collection and reporting of beneficiary and reputational risks.
- Responsibility for SIM card and any other strategic monitoring of quality assurance indicators as well as monitoring and reporting on all quality assurance results, actions and closure.

4. Support the development of tools and processes to improve project monitoring

- Lead on the integration of the Indicator Reference Guide into project design and start up processes, working with the MEL and PS2 ops teams.
- Lead on the design and integration of the Indicator Collection Guide (used to contextualise the indicator data collection in a specific project) into the IRG process with MEL and into DHIS2 with the developers.
- Lead on assessing the use and purpose of targets to develop recommendations on how they can be set more accurately and utilised for project data analysis
- Lead on improvement of data quality and project oversight through review and redevelopment of Sightsavers targeting process and tools in the new DHIS2 system.
- Support the continued integration of various data sets into Azure to standardise data reporting
- Develop and strengthen organisational qualitative data capture systems.

5. Lead on the data collection in DHIS2 of the Learning, Accountability and Monitoring Progress (LAMP) to support Sightsavers' Thematic Strategies

- Lead on the adaptation and development of DHIS2 as the platform for collecting LAMP data.
- Lead on improving the data collection process of indicators and data flow for LAMP through consultations with DHIS2 system users and actioning their feedback.

The principal accountabilities are not meant to be an exhaustive list of tasks. The need for a high degree of flexibility is required and the job holder is expected to carry out any other duties that may be required to assist the wider team if within the employee's skills and abilities, whenever reasonably instructed.

Key Contacts and Relationships

Reports to: Head of Data Analytics and Reporting Team

Directorate: Operations, Planning & Finance

Direct Line Reports: 3 staff

- Head of Data Analytics and Reporting Team
- Data Analytics and Reporting Team (DART) staff
- Monitoring, Evaluation and Learning (MEL) Team
- Regional and Country Directors and programme staff

- Business Solutions Team and software developer
- Global Technical Leads
- PS2 (Policy and Programme Strategy) Directorate, EVRI (Evidence, Research and Innovation), Neglected Tropical Disease TechHub.

Person Specification

Job Holder Entry Requirements (the knowledge, skills and behaviours required):

Knowledge (education & related experience):

Essential

- Post-graduate level qualification (or equivalent work experience) in relevant subject
- Proven successful track record of working with organisational data management systems (ideally in health or international development).
- Experience managing an output data capture system such as DHIS2 or similar
- Strong understanding of the international development/not-for-profit sector, with demonstrable experience in project Monitoring & Evaluation (M&E).
- Experience producing analytical reports or communication materials for a wide range of audiences.
- Understanding of the complexities of working across multiple countries and continents in an international development organisation.

Desirable

- Line management experience.

Skills (training or competence):

Essential

- Advanced MS office computer skills - Word, Excel (to include advanced formulae, pivot tables), PowerPoint, and Outlook.
- Use of data capture software such as DHIS2 or similar
- Use of specialist statistical and analysis software e.g. Power BI/Tableau or similar
- Strong numeracy, analytical and organisational skills.
- Exceptional interpersonal skills, with the ability to engage with and communicate clearly with a wide range of stakeholders through various channels (in person, email, reports, etc.)
- Ability to plan and prioritise workload to meet tight deadlines.
- Ability to manage large, complex pieces of work with multiple stakeholders and to produce key deliverables on time.
- A commitment to equality of opportunity for disabled people.

Desirable

- Experience of using Power Query for extraction, transformation, loading and connecting data from different data sources.

- Experience of qualitative data capture, collation and analysis
- Spoken and written French or Portuguese.

Date as of: September 2024