Data & Systems Lead

Job Description

Responsible To:	Director of Delivery & Operations
Responsible For:	Impact Team Roles as Required (currently no roles)
Contractual Hours:	37.5 hours/week
Salary Level (Per Annum):	£29,500-£34,500 per annum (depending on experience)
Annual Benefits:	25 days pro rata (Plus public holidays and days between Christmas and New Year); pension scheme, wellbeing allowance

Main Purpose of the Role

Khulisa, meaning 'nurture' in the Zulu language of South Africa, is an award-winning charity dedicated to providing therapeutic support to young people. We focus on reaching those who are most at risk – young people from deprived communities who are often marginalized, vulnerable to exclusion, and at heightened risk of becoming involved in crime. Our approach centres on safe, exploratory methods that aim to understand behaviour and experiences often rooted in trauma, abuse, and neglect. We deliver intensive therapeutic programs within educational and community settings, empowering young people to confront the underlying causes of their emotional distress and work toward healing. To create lasting, sustainable change, we work to establish trauma-informed environments around young people by equipping parents, caregivers, educators, and other professionals with the tools they need to offer effective, supportive care. Currently, our services are active in London and Manchester.

Khulisa has invested heavily in the development of its monitoring and evaluation framework, alongside augmenting its evaluation capacity and capability through innovation. This role brings together the synergies between systems and evaluation developments to support the organisation to grow both its impact and its reach through efficient ways of working and clear narration of its impact.

This is a hybrid role, with the post holder required to work mostly from home but with access to desk space in our London office. Travel to various locations in London and the North-West of England may also be necessary to fulfil the requirements of the role.

Main Duties and Responsibilities

System Maintenance and Development

- Manage the day-to-day maintenance and smooth running of Khulisa's main CRM and reporting systems, including – but not limited to – Salesforce, PowerBI, FormAssembly and Wonde.
- Identify areas for improvement and development in these systems to the benefit of operations across the organisation.
- Lead the change management of system development work, supporting colleagues to engage with systems changes and achieve greater results for the young people we serve.
- Identify areas for further efficiency and improvement in our systems in all organisational departments.
- Identify gaps in our systems and propose innovative solutions – be they new processes or new products – to fill these gaps.

Data Monitoring, Evaluation & Reporting
- Ensure the day-to-day operating of Khulisa's data recording, processing and reporting processes.
- Develop and manage Khulisa's sector-leading evaluations and MEL Frameworks.
- Continually refine and improve Khulisa's internal MEL capacity including our evaluation systems; organisational and programme Theories of Change; evaluation indicators; data collection tools and define system improvements.
- Define and lead on Khulisa's schools research project, working with external providers to evaluate the impact of our work in schools with young people who are at risk of exclusion.
- Ensure data collection systems and methods are effective and consistently applied during delivery of our programmes, across all delivery sites, both online and offline.
- Lead on the development of Khulisa's Annual KPIs and an Annual Impact Report alongside the Director of Delivery & Operations.
- Work closely with the Senior Leadership Team, to help identify and improve intervention components that lead to the greatest impact.
- Coach and support all staff members to ensure a thorough understanding and commitment to MEL.

Innovation and Programme Design
- Support the scoping and design of new programmes by providing data from past programmes, insights from beneficiaries and service-users, research into best practice and offer ongoing guidance on establishing best practice MEL systems and processes.
- Design and roll-out new evaluation systems for new programmes, particularly digital programmes and group-based interventions that build on Khulisa's existing MEL framework.
- Evaluate new programmes and provide in-depth evaluations with recommendations for redevelopment and redesign.
- Lead on the development of Khulisa's award-winning Face It programme as part of Khulisa's plans to scale the programme to reach more young people than ever before.

Additional Duties & Responsibilities
- Objectively review the successes and achievements against agreed objectives, identifying strengths, weaknesses and risks, as well as suggesting improvement.
- On-going research to identify new and emerging best practice in charity impact evaluation.
- Depending on experience and qualifications of post-holder, to be receptive to any other duties as required by the Chief Executive, in line with the needs of Khulisa.
- To develop and maintain good working relationships with colleagues and other professionals, and to constructively participate in team meetings.
- At all times to carry out the responsibilities of the post in a manner consistent with promoting equalities and diversity and demonstrate respect for colleagues and Khulisa's aims and values.
- To maintain an awareness of own and others' health and safety, and to comply with Khulisa's Health and Safety policies and procedures.

All job descriptions are subject to periodic review

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Person Specification

The following are the qualities we believe to be necessary to do this job. In your application, you should clearly show how your skills/experience and potential meet all the required points under 'Abilities/Experience', 'Qualification', and 'Knowledge/Skills' <u>as the short-listing decision will be based on assessment against these criteria. Where possible give examples</u>.

The final selection process will also seek to assess these characteristics.

1. Abilities/Experiences

- Mixed methods research skills with experience in taking overall end-to-end accountability for large-scale research and evaluation projects (from identifying objectives and developing the most appropriate approaches to the delivery of learning activities, through to complex analysis and production of robust, engaging research outputs, generation and sharing of recommendations);
- Experience in communicating research effectively and for action with a wide range of audiences (policymakers, leaders in other charities, funders & cross-function internal teams);
- Experience in developing and using Theories of Change;
- Experience working on design/innovation projects;
- Experience conducting research & evaluation with disadvantaged groups;
- Experience in working towards or leading organisational change;
- Experience in creative methods of communication and dissemination (e.g. data visualisation, infographics, video/other digital methods etc);
- Experience facilitating internal analysis workshops to develop shared recommendations;
- Experience of working with a wide range of CRM and evaluation software including Excel, Salesforce, PowerBI and others.

2. Knowledge/Skills

- Excellent quantitative and qualitative research skills;
- Ability to work at pace;
- Excellent analysis, interpretation and storytelling skills;
- Outstanding eye for detail in all work;
- Outstanding written and editing skills;
- Skilled in using insight, evidence and impact evaluation data to influence internal and external audiences;
- Creative thinker with the ability to identify new approaches to deliver our learning needs;
- Solutions focused and able to respond effectively to challenges and changes that emerge in research/evaluation projects and in the wider organisation;
- Strong project management skills (from project initiation, project delivery, updating colleagues, driving a process, completing and learning);
- Experience in coaching others on a range of skills;
- Outstanding communication skills;
- Excellent collaboration, partnership and influencing skills;
- Flexibility and ability to embrace change, supporting colleagues to do the same.

3. **The following apply to all our colleagues at Khulisa:**

Diversity and Inclusion

Commitment to inclusion across all protected characteristics as well as awareness of the principles of equality legislation and ability to support the promotion of equality and diversity internally and externally.

Self-development and Learning

Willingness to improve learning and participate in any identified capacity building and good practice sharing events.

Teamwork

- Ability to cooperate with colleagues. Also, able to see the bigger picture, how own work fits into a wider organisational objective and strategy.
- Ability to work and thrive within a small but close-knit team.
- Willingness to work occasional evenings and weekends when required, with time off in lieu.

Self-discipline and Organisation

- Experience and ability to manage and prioritise workloads, use own initiative in decision making, and produce required results with minimum supervision.
- Good organisational skills and ability to manage time effectively to maximise output.
- Able to use technology to monitor, analyse and report work.

Networks and Partnerships

Ability to engage with various Khulisa partners and stakeholders and secure their continuous support for Khulisa's work.

Communicating and IT

- Ability to use Microsoft Office suite to a proficient level for work purposes.
- Ability to liaise with colleagues in collating information/data; to include ability to produce written reports to a high standard.

Innovation and Finding Solutions

A proactive and 'can do' attitude to problem solving.

Confidentiality

Knowledge of GDPR and commitment to Khulisa's data protection and confidentiality policy and practices.