



Job Title: Insights Analyst
Service/Division: Business Development and Insights
Reporting to: Evidence Insights Manager
Direct reports: x 1 Data Officer
Location: Hammersmith (with some travel across London)

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010. **This role is also subject to Prison Vetting.***

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

The Data Insights Analyst will ensure that Advance is able to accurately measure the effectiveness and impact of Advance's programming and communicate and report on this effectively to both internal stakeholders – including managers and Trustees – and external stakeholders like commissioners and evaluators. This will involve developing, implementing, maintaining, and reviewing systems and processes to measure impact and meet stakeholders' changing needs; training and supporting staff in these systems; preparing and writing reports; developing and championing best practice around monitoring and evaluation; and supporting management as required.

You will work across the Advance team on a diverse range of projects and functions, making a key contribution to the lives of the women and children that we support.

Key Responsibilities and Duties

Develop and support our monitoring and evaluation framework

- Work with Programme managers to understand desired key outputs and outcomes for services, and ensure effective monitoring, evaluation and best practice guidance for using our case management system is embedded into case management and service development
- Support the future development of how we measure the value of Advance's services to enable Advance to communicate both its social and economic value to funders, commissioners, and other relevant stakeholders
- Design and roll-out new evaluation systems as necessary for Programmes and projects, both new and established
- Support the Data Officer to develop and maintain an induction Programme for relevant Programme staff as well as refresher training where required to ensure all staff understand our approach to monitoring and evaluation and how to capture relevant information in our case management system

- Support team management processes undertaken by Programme managers by providing appropriate reporting information, compliance, and performance reports, identifying training and support needs for individual staff as necessary
- Ensure data collection systems and methods are consistent and allow for analysis of impact at the Programme level

Data analysis, monitoring, and evaluation

- Prepare reports and analyse quantitative and qualitative data on service delivery gaps and strengths within and across projects as required by the Programme management team and the CEO
- Pro-actively follow up and report any issues with data quality and/or case compiling, liaising with Programme staff, managers, and data analysts from partner agencies as necessary to improve practice and increase positive outcomes for service users
- Use analysis of service delivery data relating to Advance's programming to make recommendations to managers for improving service quality and effectiveness as necessary
- Produce reports and analysis in accordance with reporting schedules and ad hoc as required
- Plan and lead research into specific areas of interest

Stakeholder Involvement

- Work with Programme managers to ensure effective and accessible mechanisms for engaging service users and stakeholders in the development of mechanisms for collecting data and feedback for analysis
- Conduct service user feedback interviews and carry out service user and stakeholder focus groups as required, to ascertain views on the quality and effectiveness of Advance services, how these can be improved, and on future priorities for the organisation.
- Produce an annual stakeholder review report and service user feedback report, to inform strategic and service delivery plans.

Impact Measurement and Strategic Development

- Keep up to date on the development and delivery of service standards and outcomes frameworks, and on relevant new and emerging impact measurement initiatives locally and nationally, and brief the Services Director and relevant managers as necessary
- In collaboration and consultation with the Services Director, CEO, and other relevant managers, work in partnership with data analysts in the sector, and with local and national organisations in relation to impact measurement, Support the CEO and Programme management team in the development, delivery, and review of the strategic planning process, ensuring data analysis and evaluation trends inform this process
- Support the CEO and Programme managers in fundraising and report writing by ensuring compliance with Advance's strategic outcomes, and advise on the development and delivery of service outcomes to ensure they are measurable and achievable

Database administration and management

- Work with users of Advance's case management system (CMS) to ensure they have a good understanding of the data required to enable accurate measurement of the effectiveness and impact of services delivered across the organisation
- Support staff to use the CMS and liaise with the software provider as necessary over any issues that occur with the system
- Monitor data integrity and quality within the CMS, and work with Programme teams to cleanse data as required
- Ensure all CMS users within Advance have appropriate access in accordance with internal data protection and policies guidance
- Support the organisation in the procurement of a new CMS and any resulting testing and data migration
- Become a subject matter expert on the new CMS and provide training and support to staff across the organisation

Please Note: these responsibilities will be shared with another Data Insights Analyst who also provides support to Advance's programmes.

General Duties:

- Working as part of the wider Business Support Unit team, liaise with staff at all levels, and collaborate with the CEO, Directors, contractors, and managers to deliver efficient support for projects as directed.
- At all times protect the safety and security of the Advance service users, staff, volunteers, and buildings, and the confidentiality of records and other information.
- Be responsible for personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training, and meetings as required, and assist in the development of services in line with agreed development plans.
- Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity, and other policies and procedures and uphold the core values of Advance.
- Work across teams and undertake such other duties appropriate to the grade and character of the work, as may be reasonably be expected.
- Line manage and support the development of the Data Officer

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is

required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post

PERSON SPECIFICATION:

E= Essential and D = Desirable

| KNOWLEDGE AND QUALIFICATIONS | |
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| University degree or relevant experience is essential | E |
| Good understanding of the Theory of Change (ToC) approach, logic models, and other key MEL approaches/methodologies, including both quantitative and qualitative analysis | E |
| A good understanding of domestic abuse, VAWG and women in the criminal justice system and the need for specialist services or experience in a similar area of work is desirable but not essential. | E |
| EXPERIENCE | |
| Successful track record of building and maintaining relationships with stakeholders and managers, and developing networks and partnerships. | E |
| Experience of interpreting, analysing and documenting results in writing through a variety of publications, such as reports, presentations, evaluations and toolkits in a clear and succinct manner | E |
| Experience of measuring the effectiveness of community and voluntary services and/or the women’s sector is desirable | D |
| Experience of working with highly sensitive data | D |
| TECHNICAL/WORK BASED SKILLS | |
| Excellent written and oral communication skills, with strong presentational and influencing abilities and the ability to explain technical information to non-technical audiences, including through data visualisation | E |
| Excellent and proven analytical skills working with both quantitative and qualitative data | E |
| Results focussed, solution-oriented with a proactive and positive approach, and excellent ability to prioritise and organise own work | E |
| Highly organised with attention to detail and ability to work under pressure, handling a busy cross-functional workload and sensitively managing boundaries and priorities, with a results focus | E |
| Ability to lead change in a forward looking non-profit organisation and to establish a culture of learning leading towards a more impact-focused approach | E |

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| Strong skills in IT and proficiency in Microsoft applications including Excel, Word, OneDrive and SharePoint. Experience of case management systems would be beneficial. | E |
| Strong management and team work skills to ensure that work across the team is complementary and that the Data Officer is effectively line managed and supported to develop. | E |
| GENERAL SKILLS AND ATTRIBUTES | |
| Dedicated to continuous improvement of services in response to the changing needs of women and children. | E |
| Demonstrate appreciation of the importance of confidentiality and anti-discriminatory practice and equality and diversity; safe practice and health and safety procedures; and their application in practice. | E |
| A firm commitment to women, children’s and young people’s rights and to work within Advance’s framework and its core values. | D |
| Willingness to carry out the policies and procedures of ADVANCE and to work to agreed guidelines and codes of conduct. | E |

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.