Shannon Trust

Shannon Trust

Data, Performance & Insight Manager Recruitment pack









About us

Shannon Trust is a charity that transforms lives by supporting people to learn to read and improve other basic skills. We believe nobody should be left out of learning. We operate in all prisons across England, Wales and Northern Ireland. We also work with a number of partner organisations in the community, supporting their service users to learn to read.

Two-thirds of people in prison can't read, or struggle to. Even more people struggle with numeracy. This affects their ability to understand information, access services, and move forward. It creates barriers to rehabilitation, increases isolation, and limits opportunity.

Evidence shows that where strong reading cultures exist, outcomes improve. Where they do not, people are more likely to feel frustrated and disconnected.

One person learning to read or improve their numeracy has a big impact. The positive effects are felt by the people they interact with, their loved ones, and the wider community.

Many of our employees work remotely, with colleagues currently based in all parts of the country. We've always supported home working, so you can be assured we know how to make you feel welcome and part of the team. We also have prison-based colleagues who do a fantastic job of growing our programmes in their prisons. We arrange regular in person meetings as well, to help everyone keep in touch.

Our family friendly employee benefits include flexible working, a generous holiday allowance, Employee Assistance Programme and employee discount scheme.

"I didn't think that at the age of 72 it was going to be worthwhile. I have now been reading for 2 years and enjoying it."
Shannon Trust learner



Our vision, mission and values

Vision

A future where confidence with words and numbers unlocks access to connection, dignity, and opportunity.

Mission

We build reading, numeracy and life skills through mentor-led learning to help people fully participate in society.

The problem we are trying to solve

Difficulties with reading and numeracy are linked to worse life outcomes, including offending, and they undermine rehabilitation by limiting access to the information, services and decisions that shape everyday life. Without support, systems remain hard to navigate, and opportunities remain out of reach.

Values

At Shannon Trust, we value:

Respect
We treat everyone with fairness, kindness and understanding. We see people's potential, not just their circumstances.

Connection
Strong relationships make learning possible. We build trust, communicate openly, and work together with honesty and care.

Progress
We learn, adapt and improve; for the people we support, for ourselves, and for each other.

Belonging
Everyone has a place here. We include people, welcome difference, and remove barriers so everyone can contribute and succeed.

Looking after our people

At Shannon Trust, we value great people that work hard and have the skills and abilities to make a difference. We know the work we do can be challenging, so we want to recognise and reward our team members for their dedication. Our employee benefits package puts you front and centre, so you feel valued working with us.

Pay and other benefits



Find out more about our employee benefits on our website.

Key information

Salary:	£45,000 per annum
Location:	Homebased, with occasional travel across England and Wales.
Hours:	35 hours per week (flexible working available)
Reporting to:	Director of Operations

Why Join Us?

Shannon Trust works with people in prison and the community to improve literacy through peer-to-peer learning. We believe everyone has the right to learn to read and have access to the opportunities that literacy brings.

As the organisation continues to expand its reach, diversify funding streams and strengthen its evidence base, we are seeking a Data, Performance and Insight Manager to lead the development of organisational performance management, business intelligence and strategic insight.

Role Purpose

The Data, Performance & Insight Manager will help Shannon Trust understand, improve and demonstrate its impact. By bringing together evidence, performance information and insight from across the organisation, the postholder will ensure that decisions are informed by robust analysis and a clear understanding of what works best for the people we support.

The role will help the organisation maximise its reach, effectiveness and impact for learners, mentors and partners.

The postholder is responsible for organisational performance, strategic analysis and business intelligence across all areas of Shannon Trust. The role does not own operational data systems or CRM development but works closely with system owners to ensure organisational leaders have access to high-quality insight, forecasting and performance information.

The role is responsible for developing and embedding a robust framework for monitoring strategic performance, contractual delivery, operational effectiveness and organisational impact.

Working closely with the Executive Team, Trustees and operational leaders, the postholder will provide meaningful insight that supports evidence-based decision making, drives continuous improvement and enables the organisation to achieve its strategic objectives.

Unlike programme quality functions, which focus on the effectiveness and quality of learning delivery, this role focuses on organisational performance, strategic oversight and business intelligence, ensuring Shannon Trust has the information needed to maximise reach, impact and sustainability.

Key Responsibilities

Performance Management

- Develop, implement and maintain Shannon Trust's organisational performance framework.
- Establish and monitor key performance indicators (KPIs) aligned to the Strategy Implementation Plan.
- Produce organisational performance dashboards for the Senior Leadership Team and Board of Trustees.
- Produce quarterly and annual performance reports across all areas of the organisation.
- Apply statistical analysis, forecasting and modelling techniques to understand patterns in learner engagement, achievement and organisational impact, helping the charity direct resources where they can make the greatest difference.
- Identify trends, risks, opportunities and emerging issues to support effective decision making.
- Provide recommendations to improve organisational performance and delivery outcomes.

Business Intelligence and Insight

- Lead the analysis and interpretation of organisational performance data.
- Develop meaningful management information that enables informed strategic decisions and identify trends in operational activity, learner reach, prison engagement and organisational effectiveness.
- Produce insight reports that support service development, investment decisions and organisational growth.
- Present complex information in a clear and accessible format for a range of audiences.

Contract and Service Performance

- Monitor performance against contractual commitments, service level agreements and funding requirements.
- Develop performance reporting frameworks for commissioned and grant-funded services.
- Support contract mobilisation, implementation and performance monitoring.
- Analyse regional and service-level performance to identify areas requiring intervention or support.
- Work with operational teams to improve delivery against agreed targets and outcomes.

Organisational Planning and Forecasting

- Support forecasting, modelling and scenario planning activities across the organisation.
- Support annual business planning and target setting processes.
- Provide insight to support strategic growth opportunities and resource allocation decisions.
- Lead development of organisational scorecards for Executive Team and Board oversight.
- Provide analysis of organisational capacity, productivity, financial sustainability and strategic delivery.

Business Intelligence, Performance Information and Insight

- Act as organisational lead for performance measurement, management information and business intelligence requirements, working with system owners to ensure reporting solutions meet organisational needs.
- Specify organisational reporting requirements and work with system owners and suppliers to ensure reporting functionality supports strategic and operational decision making.
- Integrate evidence and performance information from multiple organisational systems and data sources to provide a single organisational view of performance.
- Ensure reporting processes are efficient, accurate and aligned with organisational priorities.
- Define the automated reporting solutions required to improve accessibility and reduce manual processes and work with colleagues to ensure these are effectively implemented.
- Maintain data reporting standards, definitions and performance measures across the organisation.

Impact, Evidence and Value for Money

- Lead the development of organisational impact organisational impact, social value and return-on-investment methodologies. Ensure strategic decisions are informed by evidence of effectiveness, reach, value for money and learner outcomes.
- Support the production of annual impact reports and evidence for funders, commissioners and stakeholders.
- Work with colleagues across the organisation to ensure that data, evidence and beneficiary feedback are used together to understand impact and continuously improve the support provided to learners.
- Analyse organisational outcomes, social value and return on investment.
- Provide evidence and insight to strengthen funding applications and business cases.
- Support external evaluations, research projects and strategic reviews.

Governance and Data Management

- Ensure compliance with GDPR and organisational data governance requirements.
- Develop policies, procedures and guidance relating to data management and reporting.
- Develop and maintain organisational performance metrics used for governance and strategic oversight.
- Promote best practice in data quality, accuracy and information management.
- Support internal and external audits involving performance data and reporting.
- Ensure organisational reporting is reliable, transparent and fit for purpose.

Leadership and Collaboration

- Build strong working relationships across all departments and levels of the organisation.
- Support the Executive and Senior Leadership with performance analysis and strategic performance reviews and lead preparation of quarterly organisational performance reports for the Board of Trustees.
- Support managers to understand and utilise performance information effectively.
- Promote a culture of evidence-based decision making and accountability.
- Provide coaching and guidance on performance reporting and KPI management.

General

- Undertake any other duties commensurate with the level of the role.
- Carry out duties in accordance with Shannon Trust values, policies, and procedures.

Person specification

Experience

Essential requirements	Desirable requirements
• Significant experience in a performance, business intelligence, data analytics or organisational insight role. • Experience developing and managing organisational performance frameworks. • Experience producing reports and dashboards for senior leaders and boards. • Experience analysing complex datasets and translating findings into practical recommendations. • Experience monitoring performance against contracts, grants or service agreements. • Experience of undertaking extensive statistical analysis and interpreting results for strategic impact. • Experience using data to support strategic planning, forecasting and decision making.	• Experience within the criminal justice, education, rehabilitation or wider social impact sectors. • Experience working with HM Prison and Probation Service (HMPPS), the Ministry of Justice or similar public sector bodies. • Experience of commissioned services and contract performance management. • Experience of Salesforce reporting and dashboard development. • Project management experience.

Skills and abilities

Essential requirements
• Exceptional analytical and problem-solving abilities. • Ability to accurately undertake in-depth statistical analysis. • Advanced Microsoft Excel skills. • Experience using Power BI or similar business intelligence tools. • Strong report writing and presentation skills. • Excellent stakeholder management and influencing skills. • Ability to communicate complex data clearly to non-technical audiences. • High levels of accuracy and attention to detail.

Knowledge and understanding

Essential requirements	Desirable requirements
• Strong understanding of organisational performance management principles. • Knowledge of KPI development, benchmarking and performance reporting methodologies. • Understanding of data governance, GDPR and information management requirements. • Knowledge of impact measurement and outcomes reporting. • Understanding of business intelligence tools and reporting systems.	• Understanding of the reasons why adults might not be able to read, and the personal and practical barriers to engaging with education faced by people in the criminal justice system. • Knowledge and understanding of the criminal justice system. Understanding of social value measurement and impact evaluation.

Personal Attributes

Essential requirements
• Commitment to Shannon Trust's vision, mission and values. • Learner-focused and impact-driven. • Collaborative and inclusive communication style. • Commercially aware while remaining mission led. • Resilient, adaptable and proactive. • Able to work with ambiguity and identify opportunities for growth. • Committed to equality, diversity and inclusion.

Working at Shannon Trust

At Shannon Trust we value the individual. We are supportive and non-judgmental – with our learners, mentors, volunteers and each other.

We work with many people across the criminal justice system and beyond, supporting them to improve their basic literacy and numeracy skills. Developing those skills is critical in reducing re-offending and improving life chances. We want to take every step possible to encourage those with lived experience into employment.

We are an accredited ‘Ban the Box’ employer, meaning we do not ask applicants to declare convictions at the application or interview stage. We only ask for this information where necessary for the role, and not until after an offer of employment has been made.

We are a Disability Confident employer and commit to inviting any disabled applicant who meets the minimum role criteria to interview.

If a role involves prison security vetting, it's important to acknowledge that this process can involve lengthy wait times for the vetting to be completed, particularly for candidates with lived experience. At Shannon Trust, we're here to stand by our candidates, offering support every step of the way.

Equity, diversity, inclusion & belonging

We want everyone to feel welcome, respected, and able to do their best work. We’re an equitable and inclusive organisation and actively encourage applications from underrepresented or marginalised communities.

We’re committed to making the recruitment process as accessible as possible so if you need any reasonable adjustments at any stage, just let us know and we’re happy to support you. Also to help you prepare and feel confident, we share the key interview questions in advance with all candidates.

Use of AI

Shannon Trust commits to not using Artificial Intelligence (AI) at any stage in the recruitment process; all applications are fully assessed by a member of our team.

We know applying for jobs can take time and can feel tricky to get right. At Shannon Trust, we want to hear your voice, your experience and your motivation, not something generated by AI tools like ChatGPT or CoPilot.

Applications written in your own words help us understand what makes you the right fit for the role and allow us to assess everyone fairly. To keep the process fair for all candidates, applications that appear to be generated by AI may not be considered.

Right to work in the UK and visa sponsorship

To work at Shannon Trust, you must already live in, and have the right to work in, the UK (for example, UK citizenship, settled or pre-settled status or a visa that allows you to work). Unfortunately, we're not able to provide visa sponsorship for any roles at this time.

If you have any questions about the above or the recruitment process, we're here to help, please get in touch at hr@shannontrust.org.uk

How to apply

- find out more and apply

Closing date: Friday 11th December

Interview dates TBC

*Please note that this job role is advertised subject to ongoing internal consultation.