



Breaking Barriers

Meaningful employment
for refugees



Senior Data and Innovation Manager
London, Birmingham or Manchester



Welcome from our CEO



Ciara Devlin
CEO

Thank you for considering Breaking Barriers! We are a fast-paced, innovative charity with a mission to welcome refugees into meaningful employment with one-to-one advice, guidance, education and training. Refugees face substantial hardship fleeing war, violence and persecution. Once in the UK they then face many significant barriers to settling in and starting a new life. Employment is the single biggest factor in successful integration (according to the Oxford university Migration Observatory) but refugees are over 4 times more likely to be unemployed compared to the overall population. Yet there is little support available to help build new lives after refugee status is granted. That's wrong. And that's why Breaking Barriers was set up in 2015.

We know, though our work, how determined refugees and people from a refugee background are to being financially stable and finding purpose in their work. Since we launched the organisation we have reached almost 2000 people and of those, around half found meaningful employment, education or volunteering. We are a team of just around 60 staff and we have grown considerably over the past 2 years, having the opportunity to expand into new areas of the UK. We are also supported by several hundred volunteers.

Employment support is our specialism, and our tailored advice and guidance is provided in-house to our refugee clients by our dedicated and experienced Employment and Integration Advisers. We give a central role to businesses, and partner directly with over 40 companies across a variety of sectors, to together offer bespoke opportunities for refugees including skills workshops, paid work placements and permanent job opportunities. We also offer English and IT courses at a variety of levels, delivered by qualified and experienced volunteer teachers to support refugees who have barriers around language and digital ability.

Our delivery model is hybrid – with remote support complemented by in-person support for clients with lower digital abilities. We are an organisation that is laser focused on the service delivery of high quality employment and education support. We are data-driven and we use the data about our work to improve both our own and the wider sector practices.

Our clients are at the heart of our work and inform what we do through providing regular survey feedback, specific advisory input, and sharing their stories. We advocate for our clients by collaboratively working with Government departments to make the case for - as well as shape - integration funding for refugees. We've already had tremendous success with the key role we played in the development of the Refugee Transition Outcomes Fund which we have worked on in Manchester and Birmingham. Our work relies on the generous funding of our network of corporate partners, donors and supporters, and statutory grants. We also work closely with national and local partners to strengthen the sector and wider ecosystem. We know that there continues to be a large and dispersed refugee population with unmet needs and we are focused on bettering our services and growing across the UK.

At Breaking Barriers, we work collaboratively and openly to get things done. We have a flexible and welcoming environment where everyone is encouraged to take ownership, feedback and contribute. As a newly arrived CEO, I am passionate about ensuring Breaking Barriers has an inclusive culture, ensuring that individuals feel confident to bring their whole selves to work and that we celebrate the differences that make all our staff unique. I also believe that it is vital that we invest in and support our staff with lived experience so that they can flourish and progress within the organisation. We are looking for individuals who share our motivation, values and ambitions to grow our programmes so we can support more refugees. The right person will benefit from the chance to be part of a growing organisation and have the opportunity to innovate, pursue your passion and work as part of an incredibly talented team. I look forward to hopefully welcoming you to the team soon!

About Breaking Barriers

Our vision

We're Breaking Barriers so every refugee can access meaningful employment and build a new life.

Our mission

We welcome refugees into meaningful employment with advice, experience and education. We believe in the power of responsible business to change society for the better through our innovative partnerships.

Our values

Our values underpin everything we do at Breaking Barriers; and our organisation strives to be:

Mission-led

We put refugees first in everything we do. We listen and respond. We act with integrity. We're focussed on impact.



Entrepreneurial

We believe in the entrepreneurial spirit of every individual to build a better life. We believe in the power of responsible businesses to achieve social change. We're brave and bold enough to give new things a go. We're driven by making a lasting impact.



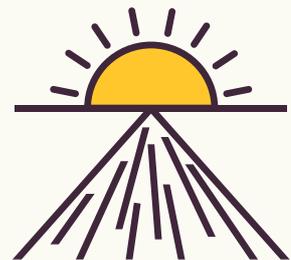
Welcoming

We welcome people of all backgrounds with an open mind. We will make everybody feel comfortable working with us every step of the way. We treat everybody fairly and are friendly. We champion diversity, equality and inclusion.



Collaborative

We believe in the power of teamwork and partnerships. We work collaboratively with colleagues to find creative solutions for the greater good. We're proud to share our expertise and knowledge with partners to further our positive impact.



Job Description

Job title: Senior Data and Innovation Manager

Manager: Director of Finance and Operations/Chief of Staff

Location: Hybrid work with 40% from Breaking Barriers' offices in London, Manchester or Birmingham

Salary: £43,500-£47,500 (London) or £42,000-£45,500 (Manchester and Birmingham)

Hours: full-time (37.5 hours per week), part-time considered (minimum 30 hours per week)

Contract: Permanent

Overall purpose

Reporting to the Director of Finance and Operations initially, the role holder will have technical leadership and overall responsibility for managing the Data and Innovation team. This team helps Breaking Barriers maximise the value of its data, by conducting analysis and managing the CRM (Salesforce) and related software.

The team works across all areas of the organisation to improve processes, unlock efficiencies through automation and generate insights from data. They ensure that data is utilised to inform any innovations or refinements to our services.

The successful candidate will be an entrepreneurial manager with a high level of data literacy. We are looking for someone strategic, highly organised and a strong people and team manager. They will be confident at communicating data in a variety of ways to a large range of audiences, identifying key take-aways and the broader implications of the findings on our clients and programming. They will also be able to train others in key data analysis and communication skills.

Breaking Barriers is a fast-growing organisation, the ideal candidate will embrace the challenge of growing the team and Breaking Barriers' data presence externally.

Key responsibilities

Breaking Barriers is a data driven charity, which puts impact analysis at the core of our delivery and considers data evidence as the foundation of responsible decision making. Your role will involve but not be restricted to:

Data and Innovation Team management

- Overall responsibility for Breaking Barriers' data function – ensuring the correct systems and processes are in place for gathering, storing, processing, analysing and reporting on data, and that the team's projects are executed effectively.
- Support in strategic decision-making in relation to data and oversee the development of the Data and Innovation team as the organisation evolves. Ensure that responsibilities within the team are assigned effectively and clearly.
- Manage individual members of the Data and Innovation team, ensure that all members of the team feel welcome and supported at Breaking Barriers, and ensure that they have the opportunity to learn new skills.
- Set workplans and targets for the team and regularly monitor and report on the team's output to the Senior Leadership Team.

Data analysis, research and impact measurement

- Work with the Public Engagement and Fundraising teams to ensure that data is used effectively in storytelling, marketing and fundraising to grow Breaking Barriers' profile.
- Support the Public Engagement team with analysis to improve the effectiveness of Breaking Barriers' fundraising campaigns.
- Deliver analysis and research work to strengthen Breaking Barriers' position as experts within the sector and improve the organisation's services. Showcase Breaking Barriers' impact measurement and data analysis work internally and externally.
- Work with the Services team to design and implement Monitoring and Evaluation systems for all Breaking Barriers' programmes.
- Ensure that accurate and timely data is provided as requested by other teams (for funding applications, external reporting, strategic decision-making and other purposes), and that other members of the Data and Innovation team are sufficiently trained to service these requests.
- Developing and maintaining dashboards for regular internal reporting processes. Planning and overseeing methods to improve the efficiency and scope of Breaking Barriers' reporting systems.

CRM management

- Identify ways that Breaking Barriers' CRM (Salesforce) and related software could be improved to help the organisation achieve its goals. Work with other teams to understand how new processes could/should be built in the CRM in order to meet their requirements.
- Work with teams across the organisation to prioritise and plan CRM development work and allocate this work among members of the Data and Innovation team. Manage and improve the 'CRM request' system, through which other teams request work from the Data and Innovation team.
- Continually balance the need for process refinement and new processes with an understanding of the complexity of the system and resource requirements for ongoing management
- Work with the Public Engagement team to ensure that our CRM integrations for email marketing (Mailchimp) and public fundraising campaigns (Fundraise Up) fulfil their roles effectively and have maximum impact, and support in decision-making around procurement of any future integrations.
- Manage licenses and user accounts for the CRM and all integrated software.
- Work with the DPO and others in the organisation to ensure that data housed within the CRM is stored and processed in compliance with GDPR. Ensure that the CRM permissions framework and is fit for purpose, so that all staff are able to access the information they need in accordance with data protection principles. Ensure that the Data and Innovation team adhered to GDPR in its daily processes and practices, on and off of CRM.

- Design and implement guidelines and processes to ensure that all members of the Data and Innovation team can implement amends to the system without inadvertently introducing bugs or losing data. Ensure robust systems and processes are in place to monitor and maintain data quality, and work with other teams to ensure they are implemented effectively.
- Train and manage Data and Innovation team members responsible for servicing requests from other team for improvements/troubleshooting in the CRM. Ensure these requests are executed promptly and effectively.
- Ensure that systems are in place for sharing knowledge and training about the CRM with other teams, so that processes are executed correctly as required – including handbooks, training sessions and supporting a cohort of Super Users. Support other members of the Data and Innovation team to create these resources, and lead on developing the ‘data culture’ within the organisation.

Person specification

Skill / experience	Essential	Desirable
Technical		
Experience using data to support strategic decision-making.	✓	
Experience managing complex projects, particularly in relation to technology.	✓	
Experience in a CRM Administrator role.	✓	
Experience of line management and in supporting direct reports to develop technical skills.	✓	
Experience building and using reporting dashboards.	✓	
Experience with writing reports and presenting evaluation findings in a variety of formats.	✓	
Experience in preparing and analysing data, with an emphasis on approaches to validate results and monitoring data quality.	✓	
A proactive attitude, with a keenness to self-teach new techniques and methodologies.	✓	
An ability to work autonomously, and effectively time manage a varied workload.	✓	
Confidence in working across teams to drive change.	✓	
Excellent verbal and written English communication skills.	✓	
Excellent Microsoft Excel skills.	✓	
A demonstrable interest and commitment to working with marginalised populations.	✓	
Experience leading a technology or data function, with a particular emphasis on the CRM.		✓
Knowledge, experience, and expertise in rolling out quantitative and qualitative research methodologies. Experience designing M&E processes		✓

and gathering data from service-users through surveys. Salesforce-specific experience or Salesforce Admin certification		
Experience of using advanced statistical techniques via analytical software, such as R, SPSS, or Python, for the purpose of research.		✓
Experience procuring and rolling out new software solutions.		✓
Experience analysing marketing data to improve performance.		✓
Lived experience. We welcome applicants from a refugee background.		✓

Considerations

- As part of our safeguarding commitment to our clients, we carry out pre-employment checks to ensure that successful applicants are suitable to work with adults at risk. These include basic DBS checks for some roles, obtaining references and verifying a candidate's identity and right to work in the UK.
- We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of age, disability, gender reassignment, sex, sexual orientation, marriage and civil partnership status, pregnancy and maternity status, race, religion or belief.

Breaking Barriers is committed to protecting an adult's right to live in safety, free from abuse and neglect and for their views, wishes and beliefs to be fully considered when deciding action.

Your Application

How to apply

If you are looking for a role where you can make a real difference, we want to hear from you. To apply, please submit a statement of interest (up to approximately 500 words/1 A4 page) outlining:

- Why you are interested in the role
- What skills you would bring to be successful in this role
- Any experience you would like to highlight
- Any reasonable adjustments you require for the interview process
- Disclosure of disabilities if you wish to do so (as a member of the Disability Confident Scheme, we guarantee an interview to all disabled applicants who meet the minimum criteria for the role)

Interviews will be held online on a rolling basis so please apply as soon as possible to avoid disappointment.

We are proud to be a member of the [Experts by Experience Employment Network](#), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources found [here](#), which may help in preparing your job application.

The Recruitment Process

If you are shortlisted for a role with Breaking Barriers (BB), you will be invited to interview via email. In your invite, the Hiring Manager will ask if you require any adjustments for the interview process. Please feel free to inform them how we can make the process accessible for you.

The recruitment process usually involves two rounds of interviews. The initial round is usually between 5 and 10 applicants, with the second round narrowed down to the final 2 or 3 applicants. One of these rounds may include an interview task, which will usually be shared in your interview invite.

Interview panels will usually be made up of 2-3 interviewers. This often includes the Hiring Manager and another Manager with interviewing experience. In some cases, there will be a representative of the Lived Experience Panel present. This is one of the ways we better involve people with lived experience in our work (lived experience defined as people from a refugee background, with first-hand experience of seeking sanctuary or migration to the UK).

In order to make our interview process as accessible as possible, a summary of the interview questions will usually be shared ahead of the interview. Interview questions will be based on the key competencies included in the job description. Some of the questions will be 'what would you do' scenario-based questions. We believe framing questions in this way makes it easier for candidates to highlight their transferable skills, as opposed to looking at an example of similar roles they have held. You will also be asked about what drew you to apply to work at BB and what you know about the organisation. We recommend you take a look at our values before the interview (page 3 of this pack) so that you can highlight which values you align with, if any.

Your interviewers appreciate that an interview can be a very stressful situation and will do everything they can to make you feel comfortable. Candidates are welcome to bring notes to the interview as a memory aid (though we encourage candidates to avoid reading directly from them as this can limit the flow of conversation). Your interviewers are happy to repeat and reframe questions if desired, let them know if this is the case.

You will have the opportunity to ask questions to your interviewers at the end of the interview. Hiring Managers endeavour to inform you of the outcome of the interview as soon as possible. This will usually be via email.

Interview Tips for Candidates

Candidates may wish to use the STAR method to help frame answers to some interview questions. The STAR method is an interview technique that gives you a straightforward format you can use to tell a story by laying out the Situation, Task, Action, and Result:

- Situation: Set the scene and give the necessary details of your example.
- Task: Describe what your responsibility was in that situation.
- Action: Explain exactly what steps you took to address it.
- Result: Share what outcomes your actions achieved.

Using this method will help candidates provide a focused answer to questions that ask for a real-life example. These questions might start with:

- 'Tell me about a time when...'
- 'What do you do when...'
- 'Have you ever...'
- 'Give me an example of...'
- 'Describe a situation...'

What does our work mean to our clients?

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I got to know about Breaking Barriers when I first got my status and I got a very nice case worker which helped me on how to build my CV, how to build my confidence. They taught me interview skills and also put me into workshops with other organisations that trainings me to be who I am today.

I think my caseworker is the most amazing person I know. Just to know there's somebody out there that's got your back. My support worker told me "Kemi, I got this job. I think it is going to be interesting for you". Which I applied and that's the job I am now. It's a charity that helps refugee worker into employment, and within three months that I got the job, I got promoted twice and all because of Breaking Barriers because even while I'm on the job, Breaking Barriers keep supporting me, telling me what to do and how to carry myself

99



**Kemi,
Breaking
Barriers client**

Diversity and inclusion at Breaking Barriers

Breaking Barriers is committed to promoting diversity and inclusion regardless of age, disability, gender reassignment, sex, sexual orientation, marriage and civil partnership status, pregnancy and maternity status, race, religion, or belief.

We aim for our workforce to be truly representative of all sections of society and our clients. We celebrate diversity within our workforce and are committed to creating a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

We belong to the Experts by Experience Employment Initiative, which advocates and supports organisations to employ more people from a refugee background. With this in mind, we particularly welcome applicants with experience of seeking asylum and/or a refugee background.



As a member of the Disability Confident Scheme, we are committed to offering an accessible recruitment process and guarantee an interview to all disabled applicants who meet the minimum criteria for the role.



Accessibility of our offices

Our offices have full disabled access on all floors.

- WeWork Office (London): At the main entrance you can use the free access lift and then the main passenger lifts to all the floors. There is one disabled toilet per floor.
- Landmark Office (Birmingham): This building is designed as three specific cores served by a core staircase in each core – on each floor within each of these cores is the provision of male, female, unisex and accessible toilet facilities, with accessible passenger lifts to each floor.
- Landmark Office (Manchester): This building offers level access to the main entrance, wheelchair accessible lifts to all levels, accessible toilets in each lift lobby and disabled refuges, with two way communication, to each level.
- Information regarding Glasgow and Liverpool Offices to follow once office space has been secured.

We are open to flexible working arrangements and alternative working patterns.

If you require this recruitment pack in another format, please email: enquiries@breaking-barriers.co.uk

For an informal discussion about the role, please contact Dani Meier (HR Manager) on 07442581708 or d.meier@breaking-barriers.co.uk.