UK YOUTH

Job description: Data Officer

Duration: Permanent
Salary: O3, London, £30,000
Location: Flexible
Reporting to: Assistant Director of Research and Performance
Department: Research and Performance
Key working relationships: Data and Impact Manager, Research and Learning Manager, Roles across the organisation working with our data

Purpose of the job

UK Youth's Research and Performance Team aims to be recognised for the production of robust and insightful evidence and analysis on how youth work delivers positive outcomes for young people, especially those from disadvantaged backgrounds. We do this by demonstrating and improving the impact of our work with youth organisations in our movement, as well as using wider evidence to understand policy issues affecting young people today.

Reporting to the Head of Research and Performance, this role will support the department to shift the organisation's approach to using data to drive impact. You will work closely with the Data and Impact Manager, supporting with analysing, interpreting and presenting data to others to support the organisation to improve its performance. You will influence decision making through the development of data insight and well thought through recommendations.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

- Support the organisation's use of data to improve performance internally
- Support the development of improved data-led processes and quantitative research to uplift the quality of evaluation and research work
- Seek out opportunities to improve the organisation's activity by conducting analysis and investigations into areas for potential improvement.

- You'll take ownership for:
  - o Analysis and presentation of internal and external data
  - o Continuously driving improvements in how the organisation uses data

Other area of responsibilities
Quantitative Research (70%)

- Work closely with the Data and Impact manager to evaluate our programmes and the organisation's activity by conducting analysis and investigations into areas for potential improvement.
- Support with writing evaluation and impact reports for internal and external audiences based on our data
- Support the development of existing profiling and outcome tools
- Ensure accurate reporting to internal and external stakeholders including SLT, Board and funders
- Working with Research and Learning colleagues support youth organisations in our network to develop their own impact measurement, from which to learn and demonstrate the impact of youth work in their organisations
- Identifying, collating and presenting data in an appropriate format for different audiences.
- Develop training materials and support the delivery of training to youth organisations across our networks on using data
- Support the organisation's data protection protocols

Developing Data Processes (30%)

- Responding efficiently to data requests from other departments and external stakeholders
- Supporting in the development of internal dashboards and intelligent reporting systems capable of interrogating our data
- Input into our digital transformation programme designed to improve our processes and data structures.
- Support the Business Process and Planning Manager to ensure that delivery teams, working
- groups and SLT have access to information to support timely decision making; this will
- include supporting the collection, cleaning and storage of performance data across the organisation
- Monitoring data and analysing information to highlight performance, flag concerns and provide evidence to guide strategy

Contribute to building a strong Research and Performance department

- Contributing to upskilling the organisation in data interpretation
- Help build relationships with funders and partners
- Support the development of UK Youth funding bids
- Act as an ambassador for the organisation, contributing to the effectiveness of meetings, the sharing of knowledge and experience and the development of UK Youth and its profile

Officer behaviours and expectations

- All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:
- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Person specification: Research and Data Officer

Experience
- Have a strong background in quantitative research
- Proficient in using excel
- Strong data analysis experience
- Comfortable with statistical analysis and metholodologies
- Experience of supporting others to use data to inform their decision making
- Experience of working with datasets and running numerical analysis
- Experience of working in deadline-driven work environments
- Experience of dealing with sensitive information

Knowledge, skills and understanding

- Experience of analysing quantitative and qualitative data, including working with large datasets
- Knowledge of statistical packages .e.g. SPSS
- Good logic & data management skills
- Ability to use analysis in order to drive improvements in performance
- Relationship management skills; the ability to establish effective working relationships with people at all levels, internally and externally
- Good written and verbal communication skills, particularly when explaining numerical data
- Excellent attention to detail
- Well-developed IT skills, including a good understanding of using Excel for data analysis
- Excellent time management and strong organisational skills
- Understanding and empathy with the needs of young people and the work of UK Youth
- Understanding of the deliver context of youth groups and issues affecting the youth sector
- Knowledge of data visualisation tools (such as Power BI, Tableau) would be beneficial but not essential
- Knowledge of CRM systems preferred but not essential

Personal qualities

- Ability to thrive in a fast-paced environment with competing priorities and to work flexibly and as part of an effective team
- Pro-active approach, self-motivated and enthusiastic with high levels of initiative and commitment to achieving results
- Willingness to complete tasks and activities to support colleagues outside of formal role
- Ability to work under pressure and independently with minimal instruction

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.