

Job Description

Job Title	Data Monitoring & Evaluation Officer
Reports to	Head of Business Development
Location	Flexible across our offices in central Brighton and Eastbourne and working from home, with occasional travel across Sussex
Hours	22.5 - 30 hours
Pay Scale	£32,003 - £33,917 (pro rata) Fixed Term Contract to end March 2025
Date issued	01/03/2024

Job Purpose

To further develop a robust data monitoring, evaluation and impact framework at Survivors' Network and lead on the implementation of best practice data use and data integrity.

Key Accountabilities

- Reviewing and developing Survivors' Network's data strategy, encompassing monitoring, evaluation and impact.
- Implementing the strategy and working with Service Managers and their teams to ensure that it is embedded in day-to-day working practices through training and communication.

- Working to ensure data integrity through a continual process of discovery, design, delivery and evaluation.
- Working alongside the Business Development Team to ensure that data monitoring and evaluation is joined up with the communications strategy, fundraising activity, training activity and the effective use of service user insight.

Key Working Relationships

Head of Business Development
 Communications and Insight Officer
 Fundraising Officer
 Training Officer
 Co-production and Service User Insight Officer
 Head of Operations and CEO
 Frontline service delivery managers and their teams
 Data leads in partner organisations
 Funders and commissioners
 Sector, community and specialist partners (such as the Royal Statistical Society, Rape Crisis England and Wales, Programmers for our case management system DPMS)

Duties and Responsibilities

- 1. Reviewing and developing Survivors' Network's data strategy, encompassing monitoring, evaluation and impact.**
 - Reviewing existing processes for data collection and use across Survivors' Network, identifying strengths, weaknesses, opportunities and threats.
 - Continually reviewing and optimising our robust strategy that considers organisational, departmental and project specific demand data, sustainability, effectiveness, efficient, social and financial impact.
 - Using a range of approaches and tools to provide qualitative and quantitative business insights to influence and inform strategic development, in line with wider sector and organisational objectives.
 - Supporting the Head of Operations in meeting data reporting requirements, such as producing reports for the Local Authority and Ministry of Justice.
- 2. Implementing the strategy and working with Service Managers and their teams to ensure that it is embedded in day-to-day working practices through training and communication.**

- Leading on the continual delivery of the data strategy and advocating for it across the organisation.
- Leading on the successful implementation and training team members on the new case management system.
- Supporting colleagues to set up, use and maximise databases, CRM and donor management systems.
- Working with service managers and their teams, implementing GDPR compliant internal processes which ensure that data is accurate and up to date, safely captured and stored, regularly reviewed, cleansed and maintained.
- Co-ordinating amendments and suggesting the development of tools for pulling reports from the case management system as required.
- Owning the data elements of evaluation reports, grant applications and tender processes, working with the Head of Business Development to ensure that information provision is accurate, timely and in line with stakeholder requirements.
- Working with the Head of Business Development to prepare financial and operational reports, presenting to the CEO, leadership team and Board of Trustees as required.

3. Working to ensure data integrity through a continual process of discovery, design, delivery and evaluation.

- Continually assessing the organisation's use of data, refining our approach and developing systems to improve data quality and integrity.
- Committing to continual learning by keeping abreast of organisational and sector changes, as well as those within the field of data and insight.
- Supporting colleagues with their own learning around data, through delivering training and responding to ad hoc enquiries.

4. Working alongside the Business Development Team to ensure that data monitoring and evaluation is joined up with the communications strategy, fundraising activity, training activity and the effective use of service user insight.

- Developing and maintaining collaborative, effective and supportive working relationships with the Business Development Team and other colleagues across the organisation.
- Working with the Communications & Insight Officer to develop a data-led Communications Strategy for activation across digital channels.
- Working with the Fundraising Officer to gather fundraising data and using these insights to inform decision making.
- Working with the Training and Partnerships Officer to develop tools to support and embed data insights in our training packages and partnership outreach.
- Working with the Co-production and Service User Involvement Officer to join up data collection with service user insights. Use these to support our mission

to embed the voices and experiences of survivors and service users across the organisation.

Person Specification

Assessment Area	Criteria	Desirable (D) / Essential (E)	Method of Assessment (*A,I,T)
Qualifications	Relevant professional qualifications	D	A
Role Specific Skills & Experience	Relevant experience in a data analysis or monitoring, evaluation and impact role	E	A, I, T
	Strong understanding and working practice of ensuring of data integrity.	E	A, I
	Experience of designing, developing and implementing a data strategy, using a range of systems and approaches	E	A, I
	Experience in building and maintain collaborative	E	A, I

	partnerships with internal and external stakeholders		
	Experience of using and developing effective case management systems (e.g. DPMS) and other external databases (e.g. CRM or donor management systems)	D	A, I
	Advanced numeracy skills and use of Microsoft Excel.	E	A, I
	Experience of managing and prioritising a demand-led workload	E	A, I
	Experience working in the charity sector	D	A, I
General Skills and Professional Behaviours	Self-motivated and focused on delivering high quality services with an ability to function effectively in high-pressure situations	E	A, I
	Committed to personal development and having the ability to critically assess own performance and engage in reflective practice	E	A, I
	Excellent written and oral communication skills	E	A, I

	Commitment to self-care and maintaining appropriate professional boundaries	E	A, I
	Ability to think creatively and show initiative	E	A, I
	Commitment to the vision, mission and values of Survivors' Network	E	A, I
	Commitment to anti-discriminatory practice, equal opportunities and an intersectional understanding of feminism	E	A, I
Special Requirements	Occasional evening / weekend work	E	A, I
	Occasional travel across Sussex	E	A, I

*A Application; I Interview; T Test