

DATA AND IMPACT OFFICER - JOB DESCRIPTION

Blue Smile's mission is to improve the mental wellbeing and prospects of Cambridgeshire children through arts-based therapies. The charity has over 70 clinical workers, working in teams and as individuals in schools in Cambridgeshire, giving vital therapy and mentoring to children. Blue Smile's office team supply essential management and administrative support to this clinical work.

Safeguarding is central to all Blue Smile activities, and we recognise that the welfare of all children, young people and adults at risk, is paramount and that all have equal rights of protection. We have a duty of care when they are in our charge, and we will do everything we can to provide a safe and caring environment whilst they attend our activities.

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| Job Title: | Data and Impact Officer |
| Hours: | 28 hours per week (0.8 FTE) |
| Salary: | £22,400 per annum (£28,000 FTE) |
| Place of work: | Office/Home-based |
| Responsible to: | Charity Director |

MAIN PURPOSE

To advise on and develop Blue Smile's data systems and processes to ensure organisational effectiveness including managing implementation of a new data system.

Working closely with the clinical teams to analyse, evaluate and report on Blue's Smiles clinical outcomes and performance indicators, demonstrating output, outcomes and impact

To collate, analyse and disseminate internal and external evidence to a range of stakeholders in order to support service development.

To support the fundraising team by analysing and collating data to build the case for support, to support individual applications, and to provide data for funder reports.

RESOURCES CONTROLLED

- Data capture and analysis tools
- Pro-forma templates for service evaluation reports
- Budget for data system project

JUDGEMENT AND DECISION MAKING

- Good judgement will be required with regards to prioritising workload and making the best use of data and evidence
- Good decision making is required in relation to appropriate evaluation methodology

LIASON

- Clinical Services Manager
- Clinical Administration & Recruitment Manager
- Head of Fundraising & Development/Fundraiser

AUTHORITY/SUPERVISION

- Required to work on own initiative as day-to-day work will not be supervised
- Fortnightly 1:1 with line manager

MAIN RESPONSIBILITIES AND DUTIES

Data system development (25%)

- Manage the implementation, embedding and continuous improvement of a new client record management system (Charitylog)
- Lead the development and refinement of data collection systems for the rigorous analysis of therapeutic work
- Identify and adopt models and systems of best practice to ensure that Blue Smile's data management and analysis is as efficient and effective as possible
- Develop and update best practice guidelines for data usage in the organisation compliant with legal requirements (GDPR)

Service evaluation (50%)

- Oversee the ongoing analysis and evaluation of clinical outcome measure results to feed back into clinical service developments
- Provide training and support for staff, workers and volunteers in the use of data systems
- Retrieve and analyse data to produce regular performance reports, help improve outcomes, inform policy, and update schools and stakeholders
- Scope and advise on Blue Smile's services and evaluations facilitating opportunities for external and internal engagement with impact data
- Research and systematically review current monitoring, impact and evaluation practices in children's mental health services
- Benchmark our impact against similar charities and comparable activities in other sectors to demonstrate our service effectiveness and foster greater collaboration and integration across the support sector
- Advise on key priorities for impact management
- Maintain the confidentiality required in this sensitive field of work with children and young people to ensure the highest standards are maintained

Service development (10%)

- Ensure learning from impact data informs the ongoing development of Blue Smile's service delivery and strategic decisions

Fundraising support (10%)

- Research background information on mental health, deprivation and other key areas to demonstrate the need for our work to ensure an effective case for support is made to funders and stakeholders
- Support fundraising with funding applications to help maximise potential income
- Provide data and narrative for funder reports to support stewardship and demonstrate project effectiveness

Research partnerships (5%)

- Develop and manage strong research and stakeholder partnerships with external researchers and institutions (eg University of Cambridge; Anna Freud Centre)
- Liaise with external researchers and manage volunteer researchers wishing to work with us coordinating database access and use, and advising on research themes and directions to ensure they are beneficial to the charity

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and Blue Smile reserves the right to update and/or remove certain elements. Blue Smile endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION

Essential:

- Educated to degree level
- A level in Maths and/or Statistics, or equivalent
- Ability to plan, prioritise and deliver tasks to agreed deadlines
- Excellent written and verbal communication skills, explaining and presenting complex issues in an accessible way to a variety of internal and external stakeholders
- Excellent analytical and numeracy skills with the ability to interpret data in accurate, concise materials and reports
- Experience of managing and manipulating large datasets
- Knowledge and experience of measuring and analysing services or data
- Knowledge of qualitative data collection and methodology
- Interpersonal skills and the ability to build effective, collaborative relationships
- Good IT skills including Word, Excel, Microsoft Project and PowerPoint

Desirable:

- Postgraduate research degree or equivalent experience in research and data evaluation
- Experience of quantitative and qualitative research methodology, principles and procedures, especially child-centred research or participatory approaches
- Experience of Charitylog or an equivalent CRM (training will be given)
- Experience of using PowerBI or an equivalent data visualisation package to produce reports
- Experience of project management
- Experience of working in a voluntary sector organisation
- Experience of working with school systems and statutory agencies
- Experience of translating research ideas into fundable projects and services
- Knowledge of, or a keen interest in, children and young people's mental health