Reports to: Head of Research and Community Learning

Salary: £28,500 per annum

Working Hours: 35 per week

Location: 28 Commercial Street, London E1 / 52 Old castle street, London E1 7AJ

Job Purpose:

In this role, you will be responsible for managing and developing Toynbee Hall’s datasets and databases used to produce a wide range of funding reports and research projects.

You have strong quantitative analytical skills and experience of working with large and complex datasets. In addition to project management skills, you have strong experience in using data-handling tools along with strong written and oral communication skills. You are experienced in producing high quality written work and presentations, suitable for a range of audiences.

The role will require someone who has experience in developing CRM’s who has worked in the non-profit sector as they will also be managing the roll out of the CRM to other internal teams as well as external organisations who share project delivery.

Personalisation, migration and training, ensuring data capturing delivers against external and internal targets / KPI’s, you will be flexible and be able to manage priorities in a changing environment.

You will be responsible the design and development of future features and be the key contact for external developers. You must have a hands on strategic approach working closely with teams that are using the CRM or who have yet to adopt the CRM to ensure the CRM meets their requirements and problem solve and barriers.

Driven and autonomous, the individual will need to establish good working relationships across all teams and through all levels of Toynbee Hall ensuring data processes and integrity is implemented.

Responsibilities and Accountabilities:

1. Management of quality of data in CRM and other databases.
2. Manage and develop CRM to meets the needs of the organisation.
3. Lead development and implementation of a CRM strategy to ensure all teams are using one system.
4. Resolving system issues by working closely with developers.
5. Ensure processes are in place to validate the accuracy and integrity of data.
6. Individual or group training helping to maintain and produce user guides.
7. Support of major CRM projects, including software updates and upgrades and data cleanses.
8. Produce accurate and timely statistical returns upon request.
9. Produce data reports for Toynbee Hall services, with focus on Advice services.
10. Work with teams to ensure timely and accurate input and reporting of data.
11. Lead the implementation of project data collection, ensuring consistency across the organisation including data migration report anomalies.
12. Assist in the set up and population of data infrastructure and ensure the ongoing quality and integrity of the data.
13. Compile data reports to support the work of projects and programmes within the organisation.
14. Support staff to design reports for service and outcomes reporting as well as service monitoring and evaluation.
15. Work with Evaluation & Learning team to produce and develop evidence base and identify issues and trends to inform organisational strategy.
16. Undertake statistical and probability analysis to identify trends and improvement opportunities service delivery Focus on process improvements and/or efficiency to contribute to Toynbee Hall’s work.
17. Be aware of and comply on an ongoing basis with the rules and requirements of confidentiality, data protection, data sharing and any other legal/regulatory/risk management frameworks.
18. Key contact with external system developers.
19. Identify more significant changes and manage the longer term development of data infrastructure through consultation with Toynbee staff.
20. Develop self in order to maximise personal contribution to the job.
21. Support the Head of Evaluation & Learning with tasks as required such as supporting relationship with organisations IT contractors.

Managing yourself:

1. Work to an agreed work-plan meeting agreed objectives, targets and milestones.
2. Take responsibility for your personal development and seek out opportunities for support and development.
3. Ensure that your work complies with equal opportunities and other relevant policies and good practice.

Person specification:

**Essential**

1. Strong skills and experience of using Microsoft Office applications in particular Excel.
2. Strong analytical and data interpretation skills with experience in data analysis, data cleaning, data integrity, research, monitoring and evaluation.
3. Experience in managing and displaying data.
4. Using data visualisation tools and packages.
5. Experience of CRM development and roll out.
6. Working knowledge of general IT and systems.
7. Experience of working with large and complex data sets.
8. Presentation and communication skills - particularly strong in presenting complex data and analytical findings to non-technical audiences.
9. Excellent communication skills, with demonstrated ability to develop good work relationships with a variety of people within an organisation and external stakeholders.
10. Good team worker, experience of showing own initiative and self-manage, and ability to manage multiple tasks.
11. Ability to quickly learn the basics of unfamiliar software systems, given an appropriate level of training.
12. Self-motivated, with ability to manage and follow up on multiple tasks simultaneously.
13. Flexible approach to work and the ability to deliver under tight deadlines.
14. Commitment to equal opportunities.

**Desirable**

1. Experience and knowledge of Geography Information Systems (GIS) and statistical analysis tools.
2. Understanding of general organisational ICT infrastructure.

**Learning and Development**

Toynbee Hall provides all necessary induction and project training where necessary, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications as well as other learning and development opportunities. All employees will receive regular support and supervision to facilitate their learning and development.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.

**Location and Working Hours**

This post is office based at 52 Old Castle Street, London E1. Working hours will be 35 hours per week, plus 1 hour for lunch each day.