Job Profile **Data and Performance Lead**

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| **Reporting to** | Head of Improvement and Impact | **Job Level:** |
| **Service Area** | Improvement and Impact Team, People and Programmes Department | Level 3 - First Line Manager/Qualified Practitioner/ Specialist |
| **Location** | Hove, East Sussex with ability to travel to other YMCA DLG locations across Sussex and Surrey |
| **Contract** | Permanent / 37 hours per week  |

**Where you fit**

# **Job purpose**

The Data and Performance Lead is responsible for championing data-driven decision making. They are responsible for analysing and reporting on risk and performance across large and complex datasets, translating this into actionable insights to inform strategic decision making. They build engaging dashboards and efficient data models in Microsoft Power BI, Pyramid, In-Form/Salesforce, MS Business Central, HealthBox and other analytics platforms and help to upskill data literacy skills across the organisation. They will also undertake some limited systems development on In-Form/Salesforce, which is our key client case management system (training will be provided).

# **About us**

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

* Housing provision and sustaining accommodation
* Specialist information, advice and support
* Emotional wellbeing and mental health.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’.* This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - *we welcome all, we inspire, we support, and we speak out* - guide us in all our actions.

# **Responsibilities**

## **Insights, analytics and reporting**

1. Use data visualisation tools to regularly present and communicate insights and complex analysis to a range of audiences in a clear, concise, and compelling way.
2. Lead on small analysis projects and support on larger analysis projects throughout the full project lifecycle (i.e. project brief development to data preparation and analysis, presentation of key findings and recommendations).
3. With the Head of Improvement and Impact, identify and proactively exploit opportunities to streamline or automate data collection processes for greater efficiency.

## **Data systems and processes**

1. Reporting to the Digital Systems Project Manager and working closely with business system owners, and the Head of Improvement and Impact and IT Managed Service Provider to establish high quality systems and tools for capturing, organising and using data.
2. Act as the lead for [In-Form](https://www.homeless.org.uk/products/in-form-client-relationship-and-service-management/introducing-in-form) (built on the Salesforce platform) dashboards and reports. Working with service managers, support the design, production, and continuous improvement of this client management system, including:
	* developing and automating regular reports to improve data quality and drive service improvement
	* testing and modifying systems to ensure they operate effectively
	* working with clients to understand and document their requirements
	* overseeing any design and development with Third Party consultants, testing and modifying solutions as needed. Full training to be provided.
3. Lead the design and delivery of a regular programme of induction and training sessions to build organisational knowledge and capabilities around our data systems

## **General**

1. Work to our vision, mission and values
2. Be committed to continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice.
3. Comply with our policies and guidelines on safeguarding, health & safety, data protection and equity, diversity and inclusion, attend mandatory training, and abide by our Code of Conduct
4. Carry out any other appropriate duties as directed by the manager to support and promote our work in accordance with the post holder’s capabilities
5. Willingness to travel across Sussex and Surrey to visit YMCA DLG projects and services

# **Person Specification**

## **Knowledge and experience**

* Experience in complex data analysis and reporting on performance across large datasets
* Some experience of building engaging dashboards and efficient data models in Microsoft Power BI, Salesforce, or similar analytics platforms
* Good understanding of the importance of data and information security
* Managing and working with information, systems and databases; designing and producing reports from them
* Understanding of, and commitment to, equality, diversity and inclusion and experience of relating these core values and principles to develop and improve services
* **Desirable:** experience of developing customised solutions with the Salesforce platform is beneficial; knowledge of SQL Server Reporting Services

## **Skills and abilities**

* Effective communication skills, with ability to convey complex information in an accessible way
* Excellent analytical and problem-solving skills to interpret and present complex data
* A team player who can work with others to deliver a service and challenge colleagues appropriately where required
* Expert digital skills around use of MS Office 365 (Power BI, SharePoint, OneDrive and Teams) and advanced proficiency in Microsoft Excel to summarise and graphically represent data
* Strong planning and time management skills, with ability to deal with competing priorities and deliver results to tight deadlines

**Qualifications and training**

* **Desirable:** Power BI/ Data management certification or equivalent

# **Employee Declaration**

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile

Name: Signed: Date: