

# **Digital Systems Project Manager**

## **Data and Performance Lead**

**February 2025**

Be at the heart of our digital transformation project and help us give children and young people a fair chance to be who they want to be

# Welcome

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Dear applicant

Thank you for your interest in the digital systems roles at YMCA DownsLink Group.

We are about to embark upon an exciting organisation-wide digital transformation project to improve and upgrade the key operating systems we use to support our range of services for children, young people and families, as well as maximising our use of the MS Office 365 environment.

We are looking for two special people to be at the heart of this project.

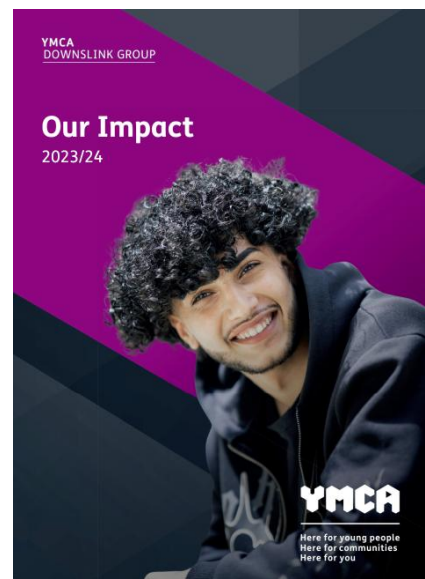
This job pack should give you everything you need to know to apply for these roles and what it means to work with us, but if you have questions, please don't hesitate to reach out to me for an informal chat.

Enclosed in this job pack are:

- About us
- The two job profiles
  - **Digital Systems Project Manager**
  - **Data and Performance Lead**
- Details of the benefits we offer
- An outline of the selection process
- How we approach equity, diversity and inclusion.

Wishing you the best of luck.

Charlotte Carp  
Head of Impact and Improvement  
[charlotte.carp@ymcadlg.org](mailto:charlotte.carp@ymcadlg.org)



## About us

### Our mission

To help children and young people have a fair chance to be who they want to be.

### Our values

We do what's right  
We work with heart  
We build real connection

We are the largest regional charity in Sussex and Surrey (see map below) working to prevent youth homelessness and support children and young people's emotional and mental health.

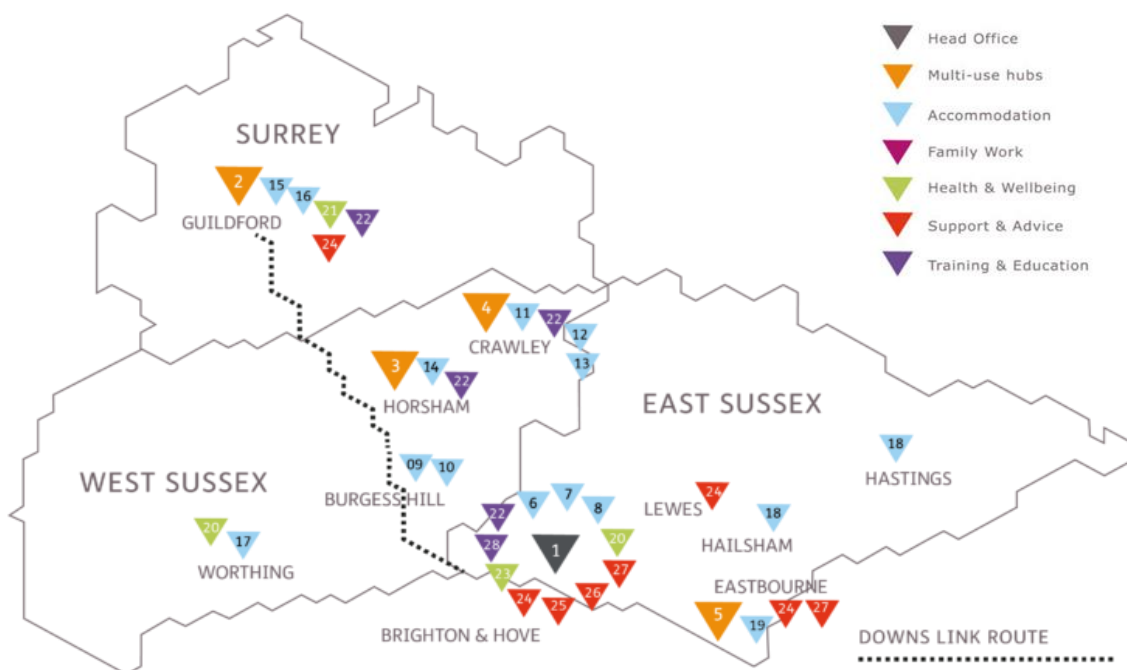
We help children and young people by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey.

We offer support in three service areas:

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

We employ 280 people and have 40 volunteers.

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 – see box above – guide us in all our actions.



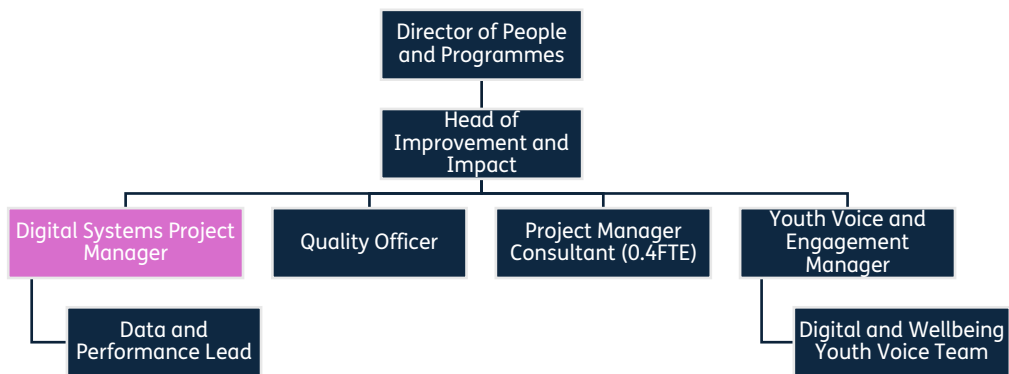
Read more about us:

- [Strategy](#) for the period 2023-2026
- [Impact report](#) for 2023/24
- Our [Trustees and our Executive Team](#)

# Job Profile Digital Systems Project Manager

<b>Reporting to</b>	<b>Head of Improvement and Impact</b>	<b>Job Level:</b>
<b>Service Area</b>	<b>Improvement and Impact Team, People and Programmes Department</b>	<b>Level 4 - Manager/Clinical Supervisor/ Senior Specialist</b>
<b>Location</b>	<b>Hove, East Sussex with ability to travel to other YMCA DLG locations across Sussex and Surrey</b>	
<b>Contract</b>	<b>Two-year fixed term contract / 37 hours per week</b>	

## Where you fit



## Job purpose

We will be embarking upon an exciting organisation-wide digital transformation project 2025 to improve and upgrade the key operating systems we use to support our range of services for children, young people and families, as well as maximising our use of the MS Office 365 environment. This role will be a key figure in the successful delivery of our transformation plans and to have a direct positive benefit on the children and young people we support. The postholder will oversee the development and delivery of improved systems; supporting us to define our processes, improve our data quality and ultimately delivering and deploying upgrades which will improve the quality and impact of our work. They will also oversee a programme of digital learning for staff, to improve their confidence and capabilities.

## Responsibilities

### Project management

1. Lead and manage the systems upgrade, from preparation to deployment and embedding into operational use, in line with our approved digital roadmap.
2. Steer projects to success through appropriate decision making.
3. Develop and manage detailed project plans using our own and other appropriate project management methodology.
4. Ensure that project delivery and communication plans are inclusive of the wider organisation and service contexts.
5. Manage project timelines, budgets, resources, scope and risks; taking appropriate action as needed.
6. Communicate effectively with project team members and project stakeholders as needed, liaising with project sponsors and reporting to the project steering group regularly, ensuring project governance requirements are met.

7. Conduct quality reviews to ensure processes and system developments meet acceptance criteria.
8. Monitor project performance against relevant metrics and milestones.
9. Provide project insight and development to system developers to ensure new systems meet our needs and will deliver project benefits.
10. Work with the Head of Improvement and Impact and the Data and Performance Lead, and other internal stakeholders, to map relevant business processes that integrate with new systems, deliver our data requirements and ensure best practice.
11. Manage external stakeholders including digital system partners/suppliers and Trident, our IT service provider, to support effective delivery of the upgrades.
12. Work with our L&D team to roll out a programme of digital learning for staff and volunteers
13. Create and maintain all relevant project documentation and risk registers.

## General

14. Work to our vision, mission and values
15. Line Manage the data and performance Lead (with a dotted line to the Head of Improvement and Impact)
16. Be committed to continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice.
17. Understand data protection and confidentiality and work with relevant controls
18. 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
19. 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
20. Willingness to travel across Sussex and Surrey to visit YMCA DLG projects and services

## Person Specification

### Knowledge and experience

- ▶ Experience of delivering system implementation projects as part of digital transformation
- ▶ Knowledge of appropriate project management frameworks (agile, waterfall) to set project scope, meet key milestones and budget constraints
- ▶ Experience of managing supplier delivery to ensure project success
- ▶ Experience of successfully managing internal and external stakeholders
- ▶ Understanding of, and commitment to, equality, diversity and inclusion and experience of relating these core values and principles to develop and improve services
- ▶ Experience of identifying and managing project risks
- ▶ Understanding of customer CRM platforms, digital improvement
- ▶ Experience in managing complex and strategic projects
- ▶ Experience in performance and team management

### Skills and abilities

- ▶ Highly effective communicator with ability to convey complex information in an accessible way
- ▶ Ability to plan whole project lifecycle and be 'hands on' when needed
- ▶ A team player who can work with others to deliver a service and challenge colleagues appropriately where required
- ▶ Excellent knowledge of MS Office 365 (Power BI, SharePoint, OneDrive and Teams) and advanced ability to use MS Office to summarise and graphically represent data
- ▶ Ability to work under pressure, multi-tasking and dealing with competing priorities and delivering results to tight deadlines

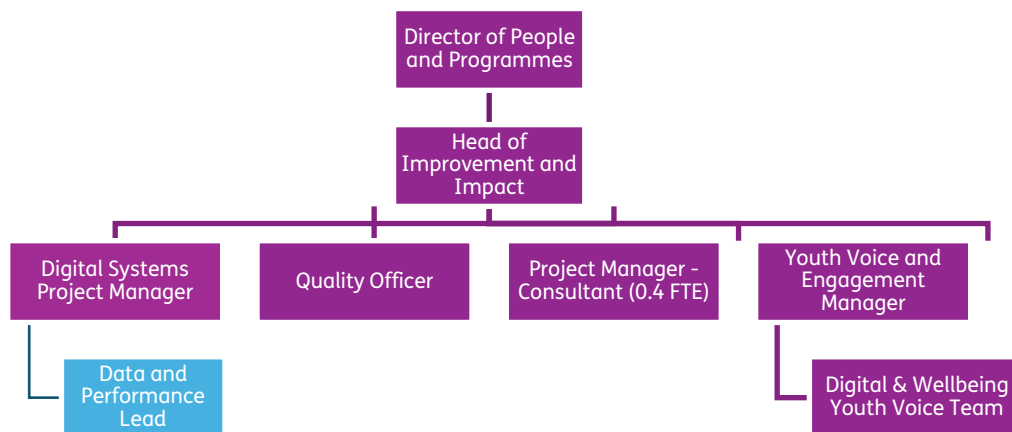
### Qualifications and training

- ▶ Project management qualification (**desirable**) or substantial experience of delivering digital systems projects

# Job Profile **Data and Performance Lead**

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

## 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 systems development on In-Form/Salesforce, which is our key client case management system (training will be provided). A key priority for this role in 2025/26 will be contributing to data elements, and process mapping ahead of our systems upgrades of Pyramid and In-Form.

## 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

4. Lead on data migration and system deployment for the systems upgrades in 2020/21 for our key systems of Pyramid and In-Form, e.g. contribute to defining and setting up of new reporting, dashboards, and process mapping where needed.
5. Reporting to the Digital Systems Project Manager and working closely with business system owners, the Head of Improvement and Impact and IT Managed Service Provider, establishing high quality systems and tools for capturing, organising and using data.
6. Act as the lead for In-Form (built on the Salesforce platform) dashboards and reports. Working with service managers, supporting the design, production, and continuous improvement of this client management system, including:
  - developing and automating 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.
7. 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

8. Work to our vision, mission and values
9. Be committed to continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice.
10. 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
11. 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
12. 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.



## Our benefits

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### Salary

Digital Systems Project Manager - £50,000pa

Data and Performance lead - £40,000pa

### Additional benefits

- Stakeholder pension with Legal and General
- Health Cash Plan which covers the cost (to an agreed limit) of health and well-being treatments
- 24/7 confidential Employee Assistance Programme
- Induction programme and ongoing personal development opportunities
- Cycle to Work scheme
- Life assurance policy: 2 x annual salary

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### Annual holiday entitlement

27 working days, plus all public holidays (pro-rated for part-time working).

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### Working hours and location

This role is full-time at 37 hours a week (5 days). Your normal place of work will be our head office in Hove, East Sussex. The organisation has a hybrid-working policy, and you can also work remotely if you wish. We do expect the postholder to be on-site (head office or in services) at least 60% of their time. You will appreciate the importance of visibility in a role such as this. We do offer other flexible working and this can be discussed during the recruitment process.

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### Probation and notice period

The probation period is six months. Notice period thereafter is three months.

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### Other terms

We require all staff and volunteers to be committed to safeguarding and to promote the welfare of children, young people, and vulnerable adults and to respond proactively to safeguarding concerns. Successful applicants are required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

The post holder does not need to share the Christian faith basis of the organisation but should be sympathetic and open to the values that are connected to religious faith and humanist thinking.

## Key dates and the selection process

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**Closing date:** Sunday 23 February 2025 at midnight

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**Interviews:** see advert

There will be a panel interview with Charlotte Carp, Head of Impact and Performance, Jayne Grier, Director of People and Performance and a third panel member to be confirmed.



# Our approach to equity, diversity, and inclusion

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## **An inclusive workplace**

We are committed to cultivating a culture of inclusion and connectedness. We can grow and deliver better together with a diverse team of staff.

In recruiting for our team, we have reaffirmed our commitment to increasing the diversity of staff we employ, so we particularly welcome applications from black and ethnic minority, disabled and LGBTQU+ candidates who are currently underrepresented in leadership positions.

[Please click here to view our latest Gender Pay Gap Report – 2023/24](#)

We need your help to enable us to monitor our progress in building a more inclusive workplace and a more diverse workforce. When you apply for a role, we will ask you to complete a Diversity Monitoring Form.

The information does not form part of the selection procedure nor can be seen by anyone; it is solely for monitoring purposes in accordance with our Equity, Diversity, and Inclusion at Work Policy. If you prefer not to disclose any information, select “prefer not to say” when completing the form. Data will be analysed and presented in statistical format with no personal identifying details.

## **Accessibility and advertising**

If you require assistance and / or have any questions regarding the application process, please do not hesitate to contact us. If you require a copy of the job advert, job description, and application form in another format, please let us know.

We short-list based solely on the information in your application form and CV, so please ensure that you complete the application fully and that you address each point on the person specification so that we can consider your suitability for the role. Applicants shortlisted for interview will be notified on the outcome.

## **Privacy**

YMCA DownsLink Group collects personal data relating to job applicants as part of our recruitment process. We are committed to protecting the personal details that we process.

We will also collect personal data about you from third parties, such as references supplied by former employers and information from criminal records checks, where appropriate. We only seek information from third parties when a job offer has been made to you.

We store your personal data in a range of different places, including on your application record, in HR management systems and on other IT systems (including email). For more information, see our [Privacy Policy](#).