



JOB PROFILE

POST IDENTIFICATION

Data Impact and Evaluation Officer

REPORTS TO

Head of Administration

JOB PURPOSE

- To assist the Senior Management Team and wider management team to gather, monitor and analyse data for reporting purposes and as a management tool.
- To lead on the design of creating new data collection points to assist in providing the charity with the data visibility we need to deliver our strategy.
- To lead database improvements and eventual re-design.
- To be the organisational lead for evaluation, introducing robust evaluations for projects and programmes to increase our impact.
- To deliver database, data analysis, data security and evaluation training to colleagues across the organisation either one to one or to small groups and teams
- To support the Head of Administration with data security requirements including impact assessments and data protection audits.

PRINCIPAL ACCOUNTABILITIES

1. Develop and maintain, database manipulating data to produce specific reports.
2. Produce data and graphs for internal and external contract, grant & service reporting and monitoring
3. Lead the quarterly organisational dashboard, working with managers across the organisation to improve data quality.
4. Data collection & monitoring for contracts
5. Accessing LAS information as required for Surrey County Council reports collation.
6. Suggest and develop processes, and reports which make maximum use of the database by all departments to provide data as required for Sight for Surrey.
7. Support the maintenance and development of the Sight for Surrey database, including assistance with training, regular cleansing of data held and support required by users.
8. Oversee, create or support the production of mailing lists for use by various SFS teams by determining criteria and profiles required.
9. Provide database training and support for new workers including those who will be using remote working app to complete administration tasks.

10. Identify and correct errors occurring on the database to improve data quality.
11. Lead on development of data collection and reporting changes, or tools of collection engaging with department leads, managers and others for scoping, developing and implementing changes.
12. Lead on horizon scanning for new data tools and methodologies that could improve the way we use data across the organisation.
13. Assist in organisational data protection management and reviews.

WORK CONTEXT

Sensory Services by Sight for Surrey is a charity that enables and empowers people who are blind, vision impaired, hard of hearing, Deaf, and those with combined sight and hearing loss.

The charity delivers services on behalf of Surrey County Council and the NHS, alongside other services and support that meet the needs of the people we serve.

The charity has worked across Surrey for 101 years, with staff working all over the county. The charity has an office base in Fetcham, Surrey.

COMPETENCIES REQUIRED

Strategic Management/Operational Service Planning/Forward Planning

Understanding the overall aims and objectives of the team and how these contribute to Sight for Surrey's strategy. Planning their work to meet agreed targets, standards and service user needs. Working within agreed procedures to achieve team and personal objectives. Thinking ahead and identifying where and how their work impacts on the work of the team.

Inspiration

Valuing and supporting and encouraging others.

Making things happen

Achieving agreed goals and targets. Managing their own time and available resources effectively. Collaborating with others to ensure the protection, management and review of the organisation's valuable data.

Communication

Communicating verbal and written information to the right people in a positive, accessible, timely and clear manner. Listening actively, demonstrating their understanding of communications they receive and responding to them appropriately. Listening to the other person's point of view. Ability to communicate a variety of people in appropriate formats.

Developing Others/Team Development

Sharing their knowledge and skills with others. Supporting others in their development and contributing positively to team development.

Managing Change/Embracing Change

Seeking ways to continuously improve their own performance. Suggesting where improvements in service could be made and implementing them. Is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their manager, where appropriate.

Personal Impact

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the opinion and expertise of others. Making a positive impression on people as a consequence of their personal style, strengths, enthusiasm and commitment.

Customer Focus

Building good professional relationships with service users. Endeavouring to understand what the service user wants and being responsive to their needs. Responds positively to service user feedback.

Use of Technology and Management of Remote Teams

Using relevant technology proactively and effectively to do their job and, wherever possible, to deliver services. Enabling other Team Members to do the same.

KNOWLEDGE/SKILLS/QUALIFICATIONS

Excellent organisational skills

Good interpersonal skills

Ability to work independently and collaboratively

Ability to lead on project/ development work

Experience of working with databases, including maintenance, input and re-design

Excellent Microsoft skills including Microsoft 365

Microsoft Power Apps experience is desirable (but not essential)

Experience of data protection

WORKING ENVIRONMENT

Office based, with the ability to work from home dependent on tasks and organisational requirements.

PHYSICAL REQUIREMENTS/EFFORT:

Physically able to use relevant technology/equipment.

ORGANISATION CHART

At Induction.

Verification:

Post Holder Name:

Signature:

Date:

Line Manager Name:

Signature:

Date: