

DATA IMPACT MANAGER

Job Title: Data Impact Manager

Reporting to: Director of Fundraising and Communications, Empower Youth Zones

Location: HideOut Youth Zone and Wigan Youth Zone

Salary: £38,359-£41,753 (band 10)

Holidays: 33 days including bank holidays

Hours: 40 hours per week

Key Relationships: This role works across both Empower Youth Zones and Wigan Youth Zone- the key relationships will be mirrored at both organisations. CEO, Head of Youth work and Partnership and wider youth work team, Director of Operations, Fundraising and Communications team, partners, funders, and Trustees.

EMPOWER YOUTH ZONES

Empower Youth Zones is the charity that oversees the creation, management and sustainability of Youth Zones in Manchester and Salford. These include HideOut Youth Zone located in Gorton, East Manchester which opened in 2020 and Salford Youth Zone located in Pendleton, Salford which is due to open to young people in Spring 2025. HideOut and Salford Youth Zones provide children and young people aged 8-19 and up to 25 for those with additional needs with somewhere safe to go, something position to do, and someone trusted to talk to.

Empower Youth Zones are part of the national network of OnSide Youth Zones, which supports the creation and implementation of a network of Youth Zones across the country. Youth Zones are purpose-built spaces fizzing with energy and crammed with incredible facilities. They are staffed by skilled and dedicated Youth Workers who truly believe in young people - helping them see what they could achieve, and giving them the skills, confidence, and ambition to go for it. This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

There are currently 15 active Onside Youth Zones across the UK with 20 due to be open by 2025.

ABOUT WIGAN YOUTH ZONE

Wigan Youth Zone is a purpose built, state-of-the-art youth facility in Wigan town centre which opened in June 2013. It offers young people from across Wigan the opportunity to meet friends, have new experiences, learn new skills and access the support they need to develop and achieve their potential. The Youth Zone is open to all young people across Wigan aged from 8 to 19 (up to 25 with additional needs), striving to offer something for everyone, regardless of their interests or abilities. With almost 15 dedicated areas to choose from including our four 40-metre floodlit football pitches, art room, music room and climbing wall - there's something for everyone at Wigan Youth Zone.

Their aim is simple, to provide the town's young people with somewhere to go, something to do and someone to talk to.

WHAT IS THE ROLE?

This is a brand new, unique role to be an impact catalyst across both Empower and Wigan Youth Zones, generating support and building towards a data driven culture of impact in both organisations such that outcome measurement and impact reporting becomes routine, informing and shaping all we do. It will lead on data analysis and reporting on the data we hold in our Salesforce CRM, improving both the quality and quantity of monitoring and evaluation processes, driving improvement in data capture through training and upskilling the team, demonstrating the measurable impact of youth work delivered. The role will also be responsible for measuring and demonstrating both charities impact to stakeholders; authoring and providing the necessary data to the leadership and fundraising teams and the Board (as required), annual publications such as Trustees reports and annual impact reports. Innovation is a key aspect of this role, involving the introduction and embedding of new methodologies to enhance the qualitative data capture process.

This role will collaborate closely with a cross section of teams within the Youth Zones, working with the Youth Work delivery teams to feed data into decision making, and with the Communication and Fundraising Teams to provide impact measurement and analysis content for use with stakeholders and in donor reporting. Furthermore, it will align impact and data work with national and local policy, and use national census, health, police, and other statistical data to position both youth zones for new income generation opportunities.

This role is ideal for someone who has the ability to bring technical analysis to life in a youth work setting and can communicate insights in an accessible style to different audiences. The Data Impact Manager should be passionate about embracing the power of youth work and be keen to support Youth Zones in evidencing the impact, expertise, and creativity to create buy-in and drive improvements in data capture, and someone who is keen to work flexible and closely with teams of passionate youth workers and who is unafraid of the challenges presented by Youth Zones across different areas.

As a growing and ambitious charity, we offer responsibility, variety, and the chance to work with a team wholly invested in providing young people the opportunity to fulfil their potential.



PERSON SPECIFICATION

Good candidates for this will possess the following skills, knowledge, experience and personality.

Selection Criteria A = Application Form I = Interview	Essential or Desirable	Method of Assessment
Experience		
Previous experience in data analysis or a similar role, including handling large datasets, working with a CRM, using data to derive insights and data-led decision making	Essential	A & I
Experience with data visualization tools (e.g., Tableau)	Essential	A & I
Experience in CSR and social value from working in local or central government or voluntary and social sectors or commercial sectors.	Desirable	A & I
Able to use recognised social value calculators such as TOMs and HACT	Desirable	A & I
Experience working with young people or in a youth work setting	Desirable	A & I
Skills, Knowledge & Attributes		
Ability to interpret and present data in a clear, understandable manner, communicating effectively to both technical and non-technical audiences	Essential	A & I
Ability to collaborate with a variety of stakeholders, effectively managing and prioritising own workload, and with a proven track record of establishing a culture of impact across diverse teams	Essential	A & I
Meticulous approach to data, ensuring accuracy and reliability while working to tight deadlines, ensuring security and compliance with data protection legislation	Essential	A & I
Excellent organisational and administrative skills, with proven experience in effectively managing multiple tasks within agreed timescales	Essential	A & I
Excellent interpersonal, facilitation & communication skills, with an ability to work flexibly & collaboratively	Essential	A & I
Willingness to learn and adapt to new technologies and methodologies	Essential	A & I

Skills, Knowledge & Attributes		
Ability to work under own initiative	Essential	A & I
Proactive, positive and solutions focussed	Essential	A & I
Commitment to fairness, equality and respect	Essential	A & I

WHAT WILL I BE DOING?

- Establish a data driven approach, feeding in insights to inform operational decisions, and developing a culture where data is valued and used to inform strategy, fundraising and delivery.
- Drive the quality and quantity of data recorded on Salesforce. Supporting teams to gather and analyse their own data. Act as a champion for impact, encouraging and enthusing the team to recognise the value of data in measuring youth work outcomes.
- Develop new reporting tools and communication systems to establish a positive feedback loop between data collection and insight.
- Support youth work teams to weave outcome measurement and impact recording into daily delivery, achieving consistent quantity and quality of ME APP surveys completed by young people and capture individual young people's stories through different media (e.g. written, filmed, performed, etc). Establish focus groups with young people to drive qualitative data capture.
- Interpret data to inform continuous challenge and improvement. Identifying trends/themes and sharing with relevant teams
- Develop compelling outputs and content, including data visualisation and reports.
- Support the wider team with reporting to partners and donors/funders.
- Lead annual detailed data analysis, to produce Annual Impact Reports for both Youth Zones, plus lighter touch quarterly insight reports.
- Implement appropriate data analysis tools and methods, training staff where necessary.
- Ensure each Youth Zones' data strategy aligns with and supports their strategic plan, and provides the information needed by communications and fundraising teams.
- Effectively demonstrate
- Conduct desk research to support insight requirements, including keeping abreast of research and policy development that connects to current and future youth sector position and support both Youth Zones to align their impact strategies to maximum effect.
- Maintain best practice standards across both Youth Zones, specifically around in charity impact reporting, data collection, and the legislation concerning the storage and protection of personal data.
- Collaborate with Data Impact and Insight colleagues across Youth Zones to share best practice and learnings across the Network.
- Deliver training to upskill and continually develop capability within youth workers for effective data capture, monitoring and evaluation survey design etc.
- To lead on social value development and champion the social value agenda within WYZ

ADDITIONAL INFORMATION

This role will be contractually based at HideOut Youth Zone with hybrid working including Wigan Youth Zone and on completion Salford Youth Zone.

Empower Youth Zones is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

The strength of Empower and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities.

For information regarding how OnSide Youth Zones process your data, please visit www.onsideyouthzones.org/applicant-privacy/

BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE

 Onsite Fitness Gym & Boxing / MMA Suite	 33 Days Annual Leave Pro-Rata	 Secure Cycle Store
 Branded Workwear	 Queen Bee's Cafe	 Flexible Working
 Learning and Development Opportunities	 Partnership Working	 Working with Like-Minded People and Cultures
 Company Sick Pay and Enhanced Maternity Leave	 Pension Scheme	 Living Wage Employer

Employee Assistance Programme

HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts

HIDE
OUT
An OnSide Youth Zone

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