

Job description

Job title	Data and Insight Officer
Contract	Permanent
Hours	Up to full time
Salary	£26,000-£29,000 pro rata depending on experience
Service setting	Across Jami localities and home based

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for the next five years while we continue to run our diverse set of highly professional mental health services. Our services span three pillars of work:

1. Advice and advocacy
2. Treatment and support
3. Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Job purpose

Now is an exciting time at Jami. The organisation is going through a period of necessary growth as we scale up our existing support and develop new services. With all this taking place, monitoring, evaluation, and learning has become increasingly important.

The role of Data and Insight Officer will lead on data administration ensuring that the information about our service users and support we provide is accurate and consistent. The post-holder will also support the Quality and Impact Manager with data analysis, visualisation, and reporting. This will enable Jami to better understand the difference we make, evidence our work to a range of stakeholders, and improve services using a data-driven approach.

This is a wonderful opportunity to work with meaningful data, and build your monitoring and evaluation (M&E) skills and experience. There is room for growth in this role, and an opportunity to make it your own.

Responsibilities

Data administration

- Lead on data administration and ensure the quality of data on our client record-keeping system (Apricot) is maintained to a high standard, meets best practice and is in line with data protection legislation. This will include:
 - Monitoring and maintaining records to reduce inconsistencies
 - Data entry and updating records
 - Liaise with staff members where data may be missing or inaccurate
 - Running reports and extracting routine data on our services in a timely manner
- Support the continued maintenance and development of Apricot

Monitoring and evaluation support

- Support with the ongoing monitoring of our services, as well as periodic evaluations and insight projects, including our annual Service Users Survey. This may include:
 - Synthesising data relating to specific services or Jami as a whole, across different time periods
 - Quantitative and qualitative analysis, drawing out interesting findings and linking services data to financial data where appropriate
 - Data visualisation for a range of stakeholders
 - Assisting with data collection (via interviews, focus groups etc.) as and when needed
- Support to colleagues to build on and undertake M&E processes

Other related tasks as required by the organisation

Key relationships

- The role will interact with staff from across the organisation, including members of the Services team, the Fundraising and Marketing team, Service User Involvement Coordinator, and others
- This position will report to the Quality and Impact Manager

Training and Qualifications

Essential	Desirable
	<ul style="list-style-type: none">• Educated to degree level

Skills, Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none">• Strong administrative skills• Excellent IT skills, including proficient use of Excel• Experience of using a CRM system, or if not an ability to quickly learn new systems• Confident working with quantitative and/or qualitative data, including analysis and reporting skills• Understanding of social research approaches and methods• Ability to develop own ideas and put them into action• Experience of working as part of a team, across teams and independently• Ability to manage a varied workload within agreed deadlines• Understanding and compliance with data protection legislation	<ul style="list-style-type: none">• A demonstrable interest and/or understanding of M&E and its approaches• An understanding of the voluntary sector• Lived experience of mental health

Personal attributes

- Detail orientated
- Proactive and flexible approach to work
- Commitment to working at a high standard

Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service. If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences. Please note applicants refusing to sign the form will not be progressed further.

Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote the positive value of diversity and equality, and challenge discrimination. We welcome and encourage job applications from **people of all backgrounds**.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorized person is a serious disciplinary offence.

Applying to the role

For further details or to arrange a phone call to discuss the role, please contact **Mya Goschalk** at mya.goschalk@jamiuk.org.

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org. In your application, please demonstrate how your experience, skills and qualifications meet the specifications stated above, and why you are interested in the role.

Closing date for applications is **midnight 8 June 2022**.