

Job Details

Data & Systems Manager

Turning Tides

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 150 staff and 250 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

Turning Tides operate a range of projects/functions:

- **Hub and Outreach Services**
 - St Clare's Community Hub (Worthing)
 - Hub for multi-agency Rougher Sleeper's Team
 - In reach drug and alcohol and physical health clinics
 - Range of groups such as women's group, art, IT Junction and similar
 - Community Inclusion Team
 - Advice and Assessment Team
 - Outreach, move on support and reconnection
 - Food/clothing donations coordination
 - Littlehampton Community Hub
 - Advice & Assessment team
 - Community Inclusion team
 - Breakfast Club
 - Outreach Worker across Arun
 - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
 - Horsham and Mid Sussex Services
 - Outreach Manager
 - Outreach Workers
 - Support Coordinators
 - Community Inclusion Workers
 - Mental Health Coordinator
 - Multi-Disciplinary Team
 - MDT Managers
 - Mental Health Worker
 - Alternative Response Team
 - Substance Misuse Worker
 - Substance Misuse and Wellbeing Worker
 - Dual Diagnosis Worker
 - Mental Health and Trauma Coordinator
 - Staying Well Worker
 - Social Work Coordinator

- Housing First Team
 - Housing First Manager
 - Housing First Workers
- **Lyndhurst Road Accommodation Service (Worthing)**
 - 34 bed emergency/assessment service
 - 24/7 double cover staffing
 - Shared office space for local statutory and Voluntary services
 - Harm minimisation and Psychologically Informed Approach
- **Recovery Project (Worthing)**
 - 28 bed CQC Registered Tier 4 substance misuse service
 - 24/7 staffing, double day and single night cover with waking night workers
 - Social Work Co-ordinator
 - Abstinence and harm minimisation
- **Byron and Manor Road Hostels (Worthing)**
 - 15 bed complex needs
 - 24/7 staffing, double day and single night cover with waking night workers
 - 14 bed move on hostel
 - Abstinence and harm minimisation
 - Psychologically informed approach
- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
 - 18 houses for move on and long term housing
- **Community Fundraising Team**
 - Organising regular fundraising events throughout the year.
 - Increasing our donor database
 - Delivering talks about the work of Turning Tides
 - Securing fundraising income as required to protect the provision of services
 - Educating the local community about homelessness
- **Co-ordination of 250+ Volunteers**
 - Mentoring and Befriending Scheme
 - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to www.turning-tides.org.uk

Data & Systems Manager Job Background

Turning Tides have developed this new role in order to support the charity and its frontline operational services, to increase the quality of data, minimise the need for manual interventions to gather data and to support the performance of services across the charity.

As a charity Turning Tides has grown significantly and recognises the importance of data to support sustainable growth and to evidence the important work of the charity. The charity has identified the need for a dedicated resource to manage and develop our various databases, in order to achieve service excellence, seek new business opportunities and comply with the reporting requirements of the charity's partners and stakeholders.

Key Terms and Conditions

Hours:	22.5 hours per week (flexible working arrangements will be considered)
Pension:	All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack.
Contract:	Permanent
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays).

Summary of the Role

The Data & Systems Manager will lead on the design and delivery of robust monitoring, evaluation and impact frameworks and will lead on the implementation of data integration across the organisation.

They will provide line management to the Client Information System Coordinator and overall oversight of Turning Tides CRM system.

Reporting to

Deputy Head of Operations

Management

Client Information System Coordinator

Location

Flexible across our services in Worthing with the majority of work being home based

Key Responsibilities

Database Management:

- Lead on the design, development and delivery of robust monitoring and evaluation frameworks. Improving the organisations capability to demonstrate impact, outputs and outcomes at organisational, departmental and project level.
- Lead on the design and implementation of monitoring and evaluation systems that analyse organisational, departmental and project specific data. Provide data analysis and reports of areas including effectiveness, efficiency, social and financial impact. Including the use of cost benefit analysis systems and processes.
- Lead on the collation and analysis of organisational wide KPI's, developing the structure of KPI reporting and highlighting key trends, to influence strategic planning.
- Use a range of approaches and software to provide quantitative and qualitative data, to inform and influence strategic development, in line with the wider organisations mission, objectives and strategy.
- Lead on the collation and delivery of data elements of evaluation reports, fundraising campaigns, grant applications and tender processes. Ensuring that data is provided in a timely and efficient manner, is of a high quality and meets the requirements of stakeholders.
- Identify key gaps in data and seek opportunities to strengthen Turning Tides collation of data, to support service sustainability and business growth.

- Support colleagues across the organisation to develop and maximise the capability of effective databases, CRM, volunteer, HR and donor management systems.
- Work closely with Turning Tides Business Development Team to provide data for tenders, grant applications and bids. Utilising organisational data the Database Manager will support the direction and drive for the Business Development Team in terms of identifying new business needs and leading on the collation of data to evidence such need.

IT Support

- Work closely with the IT Support Technician and Head of Finance to develop effective IT strategies across the organisation.
- Contribute to Turning Tides overall IT strategy, including identifying and supporting the use of new IT platforms to facilitate mobile working.
- Support the implementation of IT friendly platforms and programmes for a diverse/non IT literate group of staff, volunteers and clients that we support.

CRM Management:

- Develop automated systems and processes to export data from the Inform (Salesforce) CRM database, which require minimal manual intervention.
- Support the development of Inform to best meet the needs of the end users. Working closely with the Inform team, you will seek to maximise the capability of Inform and to devise systems to most effectively export both quantitative and qualitative data.
- Strive for continuous improvements to monitoring and evaluation processes ensuring that practical steps are taken to incorporate stakeholder requirements.
- Identify data gaps and inconsistencies and support service managers and staff to rectify such gaps or inconsistencies.
- Work closely with service managers and their teams, to implement GDPR compliant internal processes which ensure that data is accurate and up to date, safely captures and stored, regularly reviewed, cleansed and maintained.
- Ensure data security procedures are appropriate and report on potential risks / breaches.
- Keep up to date with system updates, best practice and innovation.
- Drive continuous improvement to bring all client, property and rent data into one system.
- Lead on the development of Inform with consideration of the concept PIE (Psychologically Informed Environments) and support the evaluation and analysis of PIE across all elements of the organisation.

Reports:

- Provide line management to the Client Information System Coordinator, ensuring that they have effective supervisions, appraisals and development plans in place.

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - Confidentiality and Data Protection Act
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.
- Undertake equalities impact assessments and reviews.

General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the ethos of Turning Tides.

Person Specification Data & Systems Manager

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “**S or S/I**” on the person specification) on **page 4** of your application form.

E = Essential criteria D = Desirable criteria
S = Short listing criteria I = Interview criteria

Criteria	E or D	S or S/I
Knowledge		
1. Degree (or equivalent) in IT, statistics or demography.	D	S/I
2. Extensive knowledge of Inform (Salesforce) or equivalent CRM system	E	S/I
3. Knowledge of ‘relational database management systems’ (RDBMS), ‘object oriented database management systems’ (OODBMS) and XML database management systems	D	S
4. Understanding of structured query language (SQL)	D	S
5. Strong knowledge of GDPR legislation	E	S
Skills		
6. Strong proficiency in Office software packages, particularly Excel	E	S/I
7. Confident presenter with excellent communication skills	D	I
8. Ability to present complex information in a simple way to a variety of stakeholders, including through effective report writing	E	S/I
Experience		
9. Significant experience in data analysis, business intelligence, monitoring or evaluation	E	S/I
10. Significant experience of designing, developing and implementing monitoring, evaluation and impact frameworks, using a range of systems and approaches	E	S/I
11. Experience of developing effective databases, CRM or donor management systems	E	S/I

12. Experience working in the charitable sector	D	S
13. Experience of managing a high performing team, who strive for service excellence	D	S/I