



13th May 2022

Dear Applicant,

Thank you for considering a **Data & Insights Manager** role with Redthread. We are a team of compassionate, collaborative, and courageous professionals, committed to empowering young people to change their lives. This [animation](#) created with our Youth Ambassadors and this clip from [BBC News](#) will give you a taster of what we do every day.

As a **Data & Insights Manager** you will be based in our London Head office, but with hybrid working options and regular trips to our other sites within London, Birmingham, and Nottingham.

To do this role well, you need to be excited about the role that data collection and analysis can play in the charity sector and have experience implementing new CRM systems. You need to be a skilled and imaginative data analyst, who understands the evidence behind impact, measurement, and improvement in social programmes. You will have excellent communication skills, both written and verbal, and will enjoy motivating colleagues to understand and participate in monitoring and evaluation work

In return, the successful candidate will receive a competitive salary, a supportive and flexible working environment, excellent staff training and development package and access to a range of employee benefits including enhanced annual leave and family leave entitlements, employer pension scheme contribution, enhanced employee assistance programme services and more. As this role requires an NHS honorary contract, as well as Redthread benefits, you'll also have unique access to generous NHS discounts and blue light schemes too.

The offer of employment is conditional on satisfactory pre-employment checks.

How to apply:

If this sounds like the right role and organisation for you, apply by following the link below. This will take you to our recruitment platform Beapplied, where you will be able to fill in a short application and upload a CV. To ensure we fairly assess applications, CV's will not be reviewed initially.

We will accept applications until **10am on Monday 30th May 2021**.

Apply Now: <https://app.beapplied.com/apply/h3mqufdfhm>

Please note: If we receive a high number of applications, we reserve the right to close the advert before the closing date. Therefore, early applications are encouraged.

- 1) Shortlisted candidates will be invited to an initial online interview on the week commencing 6th June.

We would like this role to start as soon as possible. We will provide comprehensive training and induction.

Equity, Diversity, and Inclusion

Redthread are proud to be an equal opportunities employer that values the contribution each individual makes to our work. We strive to build a diverse and inclusive working environment where all staff feel valued, respected and empowered to be who they are at work.

We aim to achieve a workforce that is diverse regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status and one which reflects the communities and young people we support.

We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented in the charity sector, as are those with disabilities. We welcome and encourage people from these historically excluded groups as well as those who identify as male to apply for this opportunity.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias.

Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process. For more information, please contact applications@redthread.org.uk or call our HR team on [020 3744 6888](tel:02037446888)

Safeguarding

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding, child protection practices and high professional standards around all safeguarding issues.

Any Employment with Redthread will be subject to the following pre-employment checks prior to your start date:

- a satisfactory police record check to include a Disclosure and Barring Service (DBS) check and/or an International Criminal Record Check (If applicable)
- receipt of satisfactory references
- at least 1 face to face interview for frontline roles
- proof of and continuous eligibility to work in the UK

Full details on the pre-employment screening process can be requested from applications@redthread.org.uk

We look forward to receiving your application.

Kind regards,

A handwritten signature in black ink, appearing to read 'John Poyton'.

John Poyton
CEO

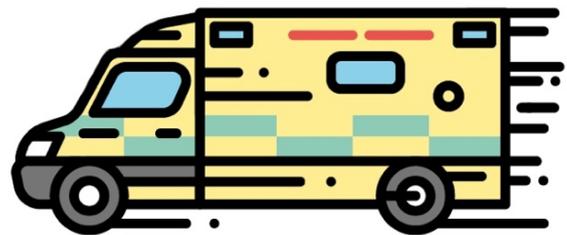
Our Work - Youth Violence Intervention Programme

Redthread empowers young people to thrive as they navigate the challenging transition to adulthood by integrating trauma-informed youth work into the health sector. Whether a young person has been the victim of a stabbing, is seeking support for anxiety, has suffered a sexual assault, or wants to find a new home beyond the reach of a gang, we support them to overcome the challenges they face through our dynamic youth work programmes.

Every year thousands of young people find themselves in hospital A&E departments as the victim of serious youth violence. Redthread's Youth Violence Intervention Programme embeds youth workers in hospitals to intervene with these young people. The teams meet the young patients as soon as they can: in the A&E waiting room, on the ward, or even in the resuscitation bay. We believe that this moment of intense crisis, when the young person is nursing a serious injury in the daunting environment of a busy hospital, often alone, can be a catalyst for pursuing positive change – a 'teachable moment'.

Our teams build rapport with the young people, mentor and advise them, and support them to make long-term positive plans to break away from cycles of violence and offending. Problems include exclusion from education, employment or training, a lack of stability in housing, mental health concerns, unstable relationships and reprimands due to criminal activity. Redthread capitalise on our partnerships to ensure long-term work and change is possible for each young person. The teams make well-judged referrals on their behalf and accompany them to initial meetings to ensure transition is smooth. This work disrupts the cycle that can too easily lead to devastated communities and an exhausted healthcare and justice system.

We have teams in three of London's four Major Trauma Centres and commission a service in the fourth. In 2018 we launched services in Queen's Medical Centre in Nottingham, in Queen Elizabeth and Heartlands Hospitals in Birmingham, and in Homerton Hospital in Hackney. We expanded our service to UCLH in early 2020, and have launched in Croydon University Hospital, University Hospital Lewisham and Queen Elizabeth Hospital, Woolwich this year during the pandemic.



King's Adolescent Outreach Service (KAOS)

On any day, across King's College Hospital sites, at least 20 adult beds are occupied by young people aged 16 to 24. These young people have specific medical, emotional, legal and social needs which we know from user feedback are not being met. The KAOS team help support the medical and surgical teams on adult wards to care for young people in an age-appropriate way.

KAOS was launched at King's in April 2018. It comprises of a core team of two lead clinicians, two youth workers and a wider team of forty health care professionals from different backgrounds, all with an interest in optimising care for young people. The service operates in working hours and not at weekends. This is an exciting opportunity to help develop a much-needed service for vulnerable young people.

Outside of the hospital, we deliver The Social Switch Programme in partnership with Social Business Catch22- amongst other things, this programme trains frontline professionals to understand and address social media in their work with young people.

Data & Insights Manager

Post Title:	Data & Insights Manager
Work area:	Head Office
Responsible to:	Head of Finance
Location:	This post will be based at our London Head Office, but with hybrid working options and regular trips to our sites within London, Birmingham and Nottingham.
Hours:	37.5 hours per week.
Salary:	Circa. £45,900 per annum + benefits (includes £3,300 London Weighting)
Contract type:	Permanent Contract

Purpose of the Post

- To lead on the collection, management, analysis, and dissemination of data for Redthread to support our mission, enable the organisation to make evidence-driven and decisions on strategy and the development of our services and ensure that we can clearly evidence the impact our work has on the young people we work with, the wider systems we work within.

Main Duties and Responsibilities

- Championing data driven approaches as we move into an era of demonstrating our impact for young people and funders. Within this remit you will be overhauling our approaches to data collection and management, including implementing Salesforce as our chosen data management system, and driving a culture change where data is used to improve our caseload management of young people, to evidence our impact and through generating insights around youth violence that help to shape policy.
- Lead on the maintenance and development of Redthread's data management systems and collection processes, ensuring that the correct systems and process are in place to enable us to collect high quality, consistent data across multiple services
- Provide expertise on the design of data and insight processes, systems and approaches for existing and new services
- Facilitate the use of data across the organisation so that we are better placed to make evidence-driven decisions on the future development of our services delivery and design
- Analyse and interpret trends in our data and communicate these effectively and clearly to both internal and external stakeholders
- Ensure that we our able to optimize our impact measurement by aligning our data systems to the outcomes we are seeking to achieve and ultimately support our theory of change

- Ensure that the fundraising and business development teams have the high-quality data that they need for fundraising bids and reports, responding with creativity and flexibility
- Take responsibility for ensuring we comply with current data protection legislation, including GDPR and to liaise as required with the external Data Protection Officer. Manage our response to any Data Subject Access Requests from service users
- Lead, retain and develop the organisation's data and insight team (currently 8 members of staff allocated across our projects, direct reports 3 members of staff) to enable them to effectively monitor our data and ensure it is accurate and up to date, to produce a wide range of monitoring reports for major funders and develop their capability in the field of impact assessment and evaluation

General responsibilities of all Redthread staff

- Actively participate in staff meetings, session evaluations, supervision/reviews and planning sessions and in Redthread's overall development, including input on the needs of young people, ideas for new projects, and the on-going development of existing projects.
- Assist where possible with fundraising events and fundraising, including the maintenance and growth of the regular supporter network, and to assist in promoting the organisation's work with young people to the wider community.
- Assist in maintaining good working relations with Redthread's stakeholders, project partners and with other agencies and represent Redthread at external meetings as required.
- Encourage and enable young people to participate in all forms of decision-making and management of Redthread's projects, with the ultimate aim of empowering them to shape the services and activities provided for them. To ensure that all young people have equality of access and that the programme promotes opportunities for all young people.
- Assist the team in ensuring that all Redthread policies and procedures are followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Report any concerns to an appropriate member of the SMT.
- Work as a member of the Redthread team and assist as required across all the organisation's projects, carrying out any other duties that may be required to meet the needs of the organisation.

Person Specification

The below criteria do not necessarily have to have been in paid work, please think about your voluntary, family and lived experience when considering them.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of implementing a new organisation wide CRM system and of the business mapping and data migration required to effectively migrate to a new database. • Substantial experience of data management in the charity sector, with responsibility for the collection of consistent, high-quality data that is used to inform programme development. • Experience of developing monitoring and evaluation processes and practices, and of upskilling and equipping staff to use them effectively • Experience of translating data and information into insights that can be used by internal and external stakeholders • Experience of data visualisation tools and dashboards • Experience of enabling team members to develop professionally. • Experience in producing actionable and meaningful insights for operational and strategic decision-making. 	<ul style="list-style-type: none"> • Experience of working in a health-based setting • Delivering research and/or evaluation projects • Workshop facilitation and training
Knowledge	<ul style="list-style-type: none"> • Substantial knowledge of monitoring and evaluation of programmes to demonstrate impact and to ensure organisational learning and improvement. • Knowledge of data insight, architecture, analysis • Some knowledge of research best-practice, methodologies, tools and frameworks • Knowledge of best practice in managing, cleaning and manipulating large datasets. • Excellent knowledge of good practice in handling sensitive data, particularly in an evaluation context • A good knowledge of the data protection principles and the legal framework, including GDPR regulations 	<ul style="list-style-type: none"> • Good working knowledge of Salesforce • Some knowledge of Lamplight DB
Skills	<ul style="list-style-type: none"> • Excellent communication skills with a wide range of people, both written and verbal, able to persuade and challenge. • Ability to resolve complex issues and manage change positively. • Ability to design, lead and implement successful data and insight initiatives • Ability to present information appropriately and clearly to a wide range of contexts, including individuals, professional and academic audiences. • Highly skilled in use of databases and able to quickly learn new systems. • Excellent analytical skills, including proficiency in using data analysis software. • Project management skills. 	
Professional skills	<ul style="list-style-type: none"> • Self-motivated and committed to personal development • Flexible and committed • Effective time management skills and an ability to prioritise tasks and work flexibly to deadlines • A commitment to and understanding of equal opportunities issues as they apply to all aspects of Redthread's work 	

EMPLOYEE BENEFITS AND TERMS AND CONDITIONS

Salary

Circa £45,900 per annum + benefits. We offer competitive salaries which are regularly reviewed, and we're proud to be a living wage employer.

Contract

Permanent.

Place of work

The post will be based primarily at our London Head Office, but with hybrid working options and regular trips to our other sites within London, Birmingham and Nottingham.

Hours of work

37.5 hours per week.

Probationary period

The post is subject to a six-month probationary period.

Annual leave

The holiday entitlement is 26 days leave each year, plus the bank holidays. An extra one day's holiday per year is given for each full year worked, up to a maximum of five additional days. Employees can also carry over three days leave entitlement (pro-rata for part-time employees) into the next holiday entitlement year.

Enhanced family leave entitlements

We offer employees enhanced maternity, paternity and adoption leave and pay after one year of completed service.

Workplace Pension Scheme

We offer membership of a workplace pension set up with The People's Pension, and employees are eligible to be auto enrolled after three months' service. The employee's minimum pension contribution rate is currently 3%. Redthread's contribution rate is 5% higher than the employee up to a maximum of 8%.

Enhanced Sick Pay

The entitlement to enhanced sick pay is service-related, starting with one-week full pay and one-week half pay.

Employee Assistance Programme (EAP)

We offer an *enhanced* Employee Assistance Programme, which offers free, 24/7 confidential helpline services (accessed either by phone and/or online) including structured counselling services and practical resources aimed to support your work-life balance. In addition, some aspects of the EAP service are also available to share with an employees' dependants including their partner.

Tax-free Childcare scheme

You are entitled to sign up to the Government's Tax-Free Childcare (TFC) scheme at <https://www.gov.uk/tax-free-childcare>

Cycle to Work Scheme

We offer a Cycle to Work scheme which enables savings on the cost of a new bike and accessories for

employees wishing to cycle to work for all or part of their journey. Employees can sign up after one month's service.

Safeguarding

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding practises and high professional standards around all safeguarding issues.

Learning and Development

We are committed to supporting everyone who works for Redthread to develop their professional skills and to achieve their full potential. Alongside a Professional Development Plan's (PDP) all staff are offered up to six Continuing Professional Development (CPD) days per year to meet their goals. Redthread run a comprehensive curriculum of in-house core training for all frontline staff.

Equal Opportunities

Redthread is committed to the fair treatment of its staff, potential staff or users of its services, regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

At Redthread, we're currently exploring new ways in which we can improve our overall approach to equality, diversity and inclusion whilst continuing to build an organisational culture where all colleagues feel valued, respected and empowered to be who they are at work.

Our EDI networking forum provides opportunities for staff to contribute to the future development of Redthread's new EDI strategy. The forum also supports the organisation to coordinate and deliver actions around equity, diversity and inclusion such as bias training, inclusive leadership, virtual workshops, events, accreditations and more.

Please note:

Any offer of employment will be subject to continuous eligibility to work in the UK and satisfactory pre-employment screening which for frontline staff includes an Enhanced DBS Check. Full details on the pre-employment screening process can be requested from applications@redthread.org.uk