

# Job Description and Person Specification: Data & Impact Officer



Job Title: Data & Impact Officer  
Reports to: Chief Operating Officer

## **Overall Job Purpose**

The Data and Impact Officer will implement systems that collate data and evidence to monitor outcomes and demonstrate the impact of the work of Scottish Refugee Council. It will support data gathering, recommend improvements to existing systems and contribute to Scottish Refugee Council's aim to lead a step-change in evidence and experience informed policy and service development.

The post holder will be part of a small team, working closely with Senior Management, collaborating across the organisation and with a range of external stakeholders including, funders, suppliers, independent evaluators and partners, to ensure appropriate and robust monitoring tools and systems are in place to measure outcomes and capture learning and impact.

## **Key Responsibilities**

### Data Collection and Management

- Develop and implement data collection systems and strategies to gather qualitative and quantitative information to evidence outcomes, targets and impact
- Design data monitoring tools including dashboards and surveys
- Co-ordinate the collection of qualitative data using methods such as focus groups and interviews
- Ensure data accuracy, integrity and confidentiality
- Support the future improvement of case and information management systems

### Data Analysis

- Analyse data to identify trends, patterns and insights
- Use statistical techniques and software to interpret data sets
- Provide evidence-based recommendations to improve effectiveness

### Impact Measurement and Reporting

- Support the development of metrics and key performance indicators to measure impact
- Support the identification and development of case studies to demonstrate impact
- Produce regular reports and presentations to communicate to internal and external stakeholders

### Collaboration and Support

- Work closely with teams to understand their data needs and provide analytical support
- Collaborate with partners and stakeholders to share data and insights

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- Train and support staff and volunteers on data collection and monitoring best practice to achieve good data quality

## Continuous Development and Improvement

- Stay updated on industry best practices and emerging trends in data analysis and impact measurement
- Recommend and implement improvements to data collection and analysis processes
- Support a culture of evidence-based decision-making in Scottish Refugee Council

## Project Management

- Support the procurement and tendering of third-party suppliers
- Work with external suppliers to deliver projects
- Working with a small team of colleagues, lead on cross organisational design, testing and implementation of data, impact and digital improvement projects

## Other Duties

- Ensure that work is carried out in accordance with Scottish Refugee Council's values equality aims, policies and procedures
- Maintain the security of sensitive personal and other confidential information
- Provide appropriate support to volunteers as required
- Undertake any other appropriate duties as required

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## Person Specification

Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> <li>• Relevant degree or equivalent experience</li> </ul>	
Job Experience and skills	<ul style="list-style-type: none"> <li>• A strong understanding of the value of client involvement in service design, delivery and evaluation</li> <li>• Proven experience of monitoring and evaluation, working with large datasets and database management</li> <li>• Knowledge and experience of using different impact measurement and evaluation frameworks</li> <li>• Good analytical skills and an ability to communicate complex information in a range of accessible formats</li> <li>• Experience of producing high quality reports and presentations tailored to different stakeholders</li> <li>• Excellent IT skills including Microsoft 365 Suite, particularly Excel, Forms, Power Automate and Power BI</li> <li>• Experience of project management</li> <li>• Strong verbal and written communication skills</li> <li>• Strong knowledge of GDPR</li> <li>• Ability to network with staff and external partners at all levels</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Salesforce</li> <li>• Experience of implementing digital solutions</li> <li>• Experience of procurement and contract management</li> <li>• Experience of using Mailchimp and Google Analytics</li> <li>• Experience of data migration</li> <li>• Knowledge of issues affecting asylum seekers and refugees in Scotland</li> </ul>

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Quality	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work effectively with management and part of a team to meet targets</li> <li>• Demonstrate understanding and support of Scottish Refugee Council aims and principles</li> <li>• Ability to work under pressure in a rapidly changing environment and respond effectively by adjusting priorities, practices and procedures</li> <li>• Ability to work effectively with colleagues as well as on own initiative</li> <li>• Able to maintain professional boundaries</li> <li>• Demonstrable empathy with marginalised groups</li> <li>• Demonstrate sound understanding and commitment to equal opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of cultural differences</li> </ul>