

Role Description Data Impact & IT Lead

January 2022

Dear Applicant

Thank you for your interest in the position of WorkingRite. Please find below:

- Job Description
- Person Specification
- Background information about WorkingRite

If the Application Form and Equal Opportunities Monitoring Form are not also enclosed, please visit our website to download them:

<http://workingrite.co.uk/join-us/current-jobs/>

The successful candidate will be required to undertake a basic Disclosure Scotland Check. All Applications should be returned to WorkingRite by email to recruit@workingrite.co.uk.

If you are unable to submit an electronic application, hard copies can be sent to the address below.

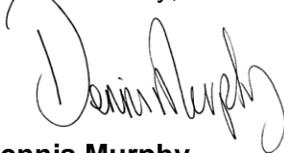
The closing date for applications is **12.00 noon on Monday 14th February 2022**. Interviews are scheduled to take place week commencing **Monday 21st February 2022**.

This post will be based in Edinburgh or Glasgow, requiring a mixture of working from home and use of WorkingRite premises in Edinburgh and/or Drumchapel.

If you would like further information on the post, please email questions to scott@workingrite.co.uk.

We look forward to receiving your completed application.

Yours faithfully,



Dennis Murphy
Chief Executive Officer

WorkingRite have been delivering our work-based mentored training programme for young people in different parts of Scotland for nearly 20 years. Our model is built on creating a one-to-one mentoring relationship between a trainee and an adult working mentor, selected from within the workforce of a local business - any kind of business.

Head Office: 0131 553 9395 | info@workingrite.co.uk | www.workingrite.co.uk
Registered Office: Catchpell House, 4 Carpet Lane, Edinburgh, EH6 6SP

WorkingRite is a registered charity in Scotland no: SC042604 | Company no: SC343819
Trustees: Vicky Di Ciacca (Chair), Karina Good (Vice Chair), Ashley Topping, Sara Cook,
Maggie McGeary, Karen Lothian, Euan Chisholm, Rebecca Pierce

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because everyone remembers their first boss

We currently have a staff of 13 project co-ordinators, each of whom supports between 20 and 30 young people a year into these mentored work placements and then on to jobs and apprenticeships. That's around 300 a year.

Our strategy is to work with young people '**Earlier, Deeper, Longer**'

Earlier: reaching young people earlier in their lives and providing access to a vocational pathway while in the S4 year at school (Rite to Work programme)

Deeper: going 'deeper' with our support for the young people that have already left school. More flexible lengths of participation, multiple placements where necessary, community level partnership work to explore the needs of the wider family (WorkingRite core programme)

Longer: every young person that achieves a destination through a WorkingRite programme will have the option of being matched with an adult, volunteer mentor to help them navigate the transition into working life – and beyond (On Your Side Mentoring programme)

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JOB DETAILS

Job Title: Data Impact & IT Lead	Salary: c: £26,000 37.5 hours per week
Reporting to: Head of Development	Contract Term: Permanent <i>funded for year one by CAF Resilience Fund Phase 2</i>
Location: Home based – Edinburgh / Glasgow	Date: January 2022

Context / Job Purpose

The Data Impact & IT Administrator role is a new position created to support the increasing needs of a growing organisation. The post plays a critical role in supporting the Senior Leadership Team, and the project delivery team as a whole, to evidence the impact of its work and to deliver the services and profitability of the organisation.

A key task in the first instance will be the review and assessing of the current Salesforce structure with recommendations made as to amendments to this to ensure the effective recording of data in relevant fields to allow the required reporting and analysis. There may be the opportunity for some consultancy support of this project.

On a daily basis, the post holder will be responsible for supporting colleagues with Salesforce maintenance and daily activity; entering and cleansing data, creating and maintaining reports, providing impact data to SLT for funders, managing integration with other systems and ensuring WorkingRite delivers the highest standards of service and insight for our organisation.

In addition, the post holder will be responsible for the acquiring, allocating and technical support for all IT and telephone devices, including contracts for this equipment where relevant. The post holder will also support the SLT in reviewing and updating GDPR and other relevant policies.

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Main Duties

- **General CRM (Salesforce Data Maintenance)**
 - Maintain and add value to customer records on SF ensuring that details are kept up to date and new data is recorded
 - Provide back-end support and end user POC (includes reports/set up/development of system in line with service development)
 - Upload data as required; training records, enquiries (from website)
 - Ensure the regular, and appropriate, cleansing and archiving of records as required
 - Ensure licenses are obtained and managed for all users at appropriate levels

- **Salesforce Development & integration**
 - Create and develop additional records specifically for volunteer programme and fundraising activities
 - Ensure automated integration is maximised where possible between Salesforce and other systems (Sage and JustGiving)
 - Setup email templates from Salesforce

- **Salesforce reporting and insights**
 - Create and maintain reports required for the Senior Leadership Team in line with funder outcome / output requirements for reports
 - Create and provide statistical reports for quarterly board meetings

- **Asset & IT contract management**
 - Coordinating purchase of all hardware – mobiles, laptops, printers, PCs and trainee devices
 - Ensuring devices are all configured appropriately
 - Maintaining asset register of all hardware
 - First POC for internal IT / hardware issues
 - PAT testing coordination across organisation

- **GDPR & Disaster recovery**
 - Support with GDPR policy – specifically security at home and best practice
 - Adherence to Data Protection Act and Financial Re
 - Creation of disaster recovery plan

- **General support**
 - Actively promote the overall services of WorkingRite and work effectively with the wider team as required
 - Other tasks as deemed appropriate by line manager

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Person Specification

This role will suit an individual who has an interest in providing an exceptional service to our staff and who demonstrates a drive to enable us to achieve our business goals. The individual will have great energy, be a natural connector of information and need, an ability to see the bigger picture, self-manage their time and effort for the best outcomes. They will work readily and easily with the WorkingRite team and key partners. They will be a confident individual who can create rapport easily and has a strong desire to provide consistent information and support. The individual will be a problem solver and will be able to work flexibly within a growing team and positively help shape the systems and processes that support our work.

KNOWLEDGE, SKILLS AND COMPETENCIES

Essential

1. Have an excellent knowledge of Salesforce, with direct experience of Salesforce admin, development and change to suit business needs, including report writing and data analysis
2. High level of logic and attention to detail
3. Patience and ability to work with colleagues with less technical knowledge and explain systems and procedures
4. Enjoy working with systems and processes, identifying improvements and opportunities to automate
5. Knowledge and understanding of hardware management and basic IT support, including PCs, laptops, printers and mobile phones
6. Willing to take on a wide range of tasks from SLT
7. Enjoy a fast paced, every changing, hands on role in a busy charity
8. Ability to self-start and successfully manage work unsupervised
9. Excellent communication and motivational skills
10. Ability to deliver against targets with minimal supervision

Desirable

1. Experience of managing hardware/software contracts – mobiles & printers
2. Experience of managing budget for IT purchases
3. Experience of managing employability programme compliance in data MIS
4. Experience of adding creative ideas to an organisation
5. Experience of resolving problems

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Additional background information on WorkingRite

WorkingRite have been delivering our work-based mentored training programme for young people in different parts of Scotland for nearly 20 years. Our model is built on creating a one-to-one mentoring relationship between a trainee and an adult working mentor, selected from within the workforce of a local business - any kind of business.

We have a staff of 13 Project Co-ordinators, each of whom supports between 20 and 30 young people a year into these mentored work placements and then on to jobs and apprenticeships. That's around 300 a year, with over half in Glasgow. In addition, we have a new pilot - the '*On-Your-Side Mentoring*' service, which will be the next stage in the support our young people are offered – providing a volunteer mentor to young people beyond the end of the placement programme - someone to be on their side; an ally along their road to achieving a sustainable and thriving adulthood.

Over the last 6 years, we have diversified our funding mix – from 1 main funder in 2016 with 2 or 3 other statutory grants, to over 10 significant funders, both statutory and private. At the same time the complexity of the barriers faced by our young people has also increased. These two aspects of our work mean that the capturing, reporting and analysing of our data is more important than ever.

The information is required to:

- Evidence the outputs and outcomes stated in grant agreements
- Provide data analysis to show the success (or otherwise) of individual projects
- Identify trends to enable development and/or redirection for programmes
- Provide information to inform the development of new projects
- Provide statistical information for new funding applications
- Gather impact data for policy makers and influencers

The next period will be about reviewing the data captured, refining fields and information gathered and ensuring the statistics can show programme impact at all levels required. This will significantly support the organisation in supporting the young people most in need in the best way possible, and ensure we can attract sustainable funding going forward.