VONNE
voluntary organisations' network north east

Data Officer

Candidate Pack

May 2022

Welcome

Dear potential applicant,

I am pleased that you have enquired about the opportunity to become the Data Officer at VONNE.

VONNE supports and promotes charities, community groups and social enterprises in the North East. We have over 1300 members with further reach through our many networks. VONNE have a committed and experienced staff team and have built a reputation for expertise and quality.

VONNE's Membership+ supporter scheme offers differing levels of membership with a variety of associated benefits, and we are the recognised VCSE sector job advertising service in the North East. We recently launched enhanced recruitment services and a Workspace Finder.

We are looking for a Data Officer with strong technical and analytical skills who can act as a champion within the organisation in using data to drive decision making. The role will support and inform VONNE's work and contribute to the success of voluntary and community groups across the region. In return we offer 25-28 days holiday (including bank holidays), a training budget, personal development allowance, flexible working, Simply Health care plan and the opportunity to work in a busy yet supportive environment where your ideas and contributions are valued.

The closing date for applications is Tuesday, 17 May at 10 am, with interviews being held Wednesday, 25 May and Thursday, 26 May. Please email any queries and/or your completed application form to recruitment@vonne.org.uk.

If you would like to discuss the role before submitting an application, please contact Anne Fry at anne.fry@vonne.org.uk

Best wishes,

Carol Botten, CEO VONNE

Job description

Job Title	Data Officer
Hours Worked	Flexible – we would be happy to recruit into this role at either 3, 4 or 5 days per week (37 hours)
Contract	12 month fixed term with possibility of extension subject to funding
Salary	NJC Points 19-22 (£25,927 - £27,914)
Responsible to	Member Services Manager

Summary

We are looking for an innovative and proactive Data Officer to manage and monitor the data quality in our Civi CRM system and provide data insight across the organisation. You will have excellent data management skills, ensure we maintain good data health and work with colleagues to ensure data is at the heart of our membership and organisational strategies and decision making.

Key emphasis

- To improve and refine our CRM and website processes for capturing, storing, and using the data we hold.
- To champion the use of data to drive decisions relating to our project work, membership services including job and trustee vacancy advertising, and our enhanced recruitment services.
- To ensure all staff know how to get the most of our CRM system and develop materials to support learning.

Key tasks

- Work with our external Civi CRM and Drupal provider and team colleagues to provide ongoing training and support to staff in using the system and to develop supporting documentation and training materials.
- Monitor and evaluate the performance of our CRM systems and procedures and to identify further improvements, working with colleagues to prioritise their implementation.

- Provide data resource for colleagues across the organisation to support the interpretation and communication of data, for example within the North East Funders' Network, membership and VCSE sector surveys and project work.
- Develop, manage and maintain standard operating procedures that describe the core processes involved in the operational management of the CRM to ensure organisational continuity.
- Ensure that the operational management of the CRM and the delivery of new features and processes meet the requirements of data protection legislation.
- Working with the Member Services Manager, Communications Officer and external support contractors, maintain VONNE's CRM system to enable comprehensive and effective member and stakeholder profiling and engagement.
- Produce reports to drive decision making in relation to our membership activities and the development of new member services.
- Use other tools and data sets as needed to meet organisational reporting and monitoring needs.
- Support VONNE's work to encouraging better use of data in the North East VCSE sector.
- To maintain up to date knowledge and skills required to fulfil the duties of the post including taking part in training, information briefings and development.
- Assist with other areas of Members Services work to cover annual leave.

Person specification

Knowledge, Skills and Expertise

We are seeking an individual with strong technical, analytical and communication skills. Curiosity and the ability to take the initiative to explore better ways of doing things are important, as is the ability to interpret and present information confidently.

Essential

- Experience of working with CRM Systems and confident adopting new technologies.

- Ability to analyse and use data in order to measure impact and support decision making.
- Experience of using website content management systems.
- Strong communication, influencing, and presentation skills
- Action orientated, with sound judgement in identifying issues and putting forward solutions.
- Strong analytical understanding of organisational processes and able to identify and quantify effectiveness and improvements.
- Strong interpersonal skills and the ability to work with a wide variety of stakeholders.
- Experience of supporting other staff with technologies, including senior staff, and producing documentation to support learning.
- Excellent time management skills and the ability to prioritise activity and meet deadlines.
- Commitment to detail, ensuring all work is accurate, concise and understandable to a variety of audiences.
- Ability to work autonomously when required and in a team environment.
- Supportive of VONNE's commitment to implementing equal opportunities and promoting diversity.
- Enthusiasm, energy, and resilience.
- Willing to work flexibly and creatively within their role.

Desirable:

- Developed knowledge of the voluntary sector and key stakeholders.

Principle Terms and Conditions

Job Title	**Data Officer**
Responsible to	**Member Services Manager**
Salary	This post is offered at NJC Points 19-22 (£25,927 - £27,914) Standard of living increases will be awarded each year in line with local authority pay settlements. Following the probation period, salary scale increments will be awarded annually.
Contract	12 month fixed term with possibility of extension subject to funding

Hours	We are flexible and are offering this post between 3-5 day per week. Usual working hours are Monday to Friday, 9am to 5pm. However, we operate a flexible system to allow for working patterns outside these hours to be accommodated, with agreement, according to need.
Notice	Notice to terminate employment is one month by either side (one week during the probationary period).
Annual leave	The full-time entitlement is 25 days plus Bank Holidays and the period between Christmas and New Year. Annual leave increases to 28 days with annual increments of one day for each full year of continuous service.
Pension	VONNE's pension provider is The People's Pension and VONNE is prepared to make an employer contribution to this or the post holder's personal pension scheme of 5% of salary, provided the staff member makes at least the minimum contribution as per auto-enrolment.
Location	VONNE's normal place of work is our office at 4th Floor, MEA House, Ellison Place, Newcastle upon Tyne, NE1 8XS. However, during the pandemic, staff are working from home and some home working is likely to be accommodated once we are back to 'normal'. At that point, the role also requires that you may occasionally work at other locations (mainly in the North East) to attend meetings and events.
Expenses	VONNE will pay for travel and subsistence if an employee is requested to travel as part of their role (outside of commuting to work).
Health	VONNE staff are covered by the Simply Health Cash Plan scheme, through which employees can claim for visits to an optician, physiotherapist, chiropodist, emergency care from the dentist and more.

Recruitment timetable

Application deadline: **Tuesday, 17 May at 10 am**

Interview Date: **Wednesday, 25 May and Thursday, 26 May**

We will always endeavour to contact all applicants following shortlisting. However, if you have not heard from us by 25 May then unfortunately your application has not been successful.