

Part 1: Summary job details

Job title:	Data & Service Development Manager
Contract basis:	Full-time, permanent (35 hours a week), subject to satisfactory completion of six-month probation period
Reporting to:	Director of Charitable Services
Direct reports:	None
Based:	We operate a ‘mixed-mode’ working model, where staff work both from home and from our spacious offices in Westminster; details will be discussed with shortlisted candidates
Annual salary:	£35-£40k p.a. depending on experience

Part 2: Job description

Job purpose

Clergy Support Trust is the largest and oldest benevolent charity for clergy and their dependants. Founded in 1655 and with assets of over £120m, the charity provides financial grants and other forms of support to serving and retired ministers, ordinands, and clergy families. In 2020 we supported more than 1,300 individuals to the tune of over £2.6m. With a new brand and strategy in place, and a newly-appointed Chief Executive, the Trust is at a hugely exciting juncture, as it seeks to develop more and better programmes and partnerships, serving and supporting those who are, in their daily ministry, at the frontline serving and supporting others.

As part of our ambitious plans, we seek to fill a new role, Data & Service Development Manager, reporting to the Director of Charitable Services. Central to the role will be the ability to work with, analyse and consolidate the Trust’s large volumes of structured and unstructured data (both quantitative and qualitative), and thus provide valuable insights which will shape our future programmes. Working closely with eleven highly motivated colleagues, the new Manager will identify and provide briefings on trends, summarise key issues, and develop actionable insights to support the delivery of Clergy Support Trust’s ambitious goals, such as online resources, support partnerships and commissioned research. As such, this role will be pivotal to developing the organisation’s new strategy from 2022 onwards, and requires the ability not only to analyse complex information, but to transform that analysis into impactful programmes which will change the lives of clergy and their families.

This new role would suit an inquisitive, analytical, interpreter of data, who also has creative flair, in a unique charity at a particularly unusual time in our national and Anglican stories.

Part 2: Job description (continued)

The principal responsibilities for the Data & Service Development Manager, working closely with the Chief Executive, Director of Charitable Services, Head of External Relations and other staff, will be to:

- 1. Consolidate and analyse data from our main grants database to identify trends (both pre- and post-pandemic) and provide clear service recommendations**
 - Develop an approach to analyse both qualitative and quantitative data (perhaps by audience group, gender, role, disability, marital status), identifying trends and insights
 - Consider appropriate and secure software options which will enable effective analysis of both quantitative and qualitative data
 - Consult with colleagues to identify areas of potential analysis and develop a work-plan to deliver on various requirements from the team
 - Liaise with colleagues and external partners to share personal experiences and insights on such issues, which affect clergy families
 - Interpret and present data in a clear and compelling way, using graphical and data representation
 - Research ideas for potential service development (including expansion of existing programmes, best practice from other organisations, and ideas for new partnerships and programmes as part of our wider offer to clergy and their families) and develop business cases for and with the Director of Charitable Services

- 2. Monitor and analyse grant and service activity, producing informed reports for Trustee Board and Committee meetings**
 - Proactively run monthly and quarterly grant activity data, identifying trends and creating informative reports for the Director of Central Services and Trustees
 - Monitor usage of beneficiary support services and include in monthly reporting
 - Responsible for producing year-end grant and service statistics every January for presentation at Trustee meetings and subsequent use in Annual Reports
 - Produce 'deep dive' analysis and reports at the request of Grants & Partnerships Committee Trustees

- 3. Manage and monitor feedback from beneficiaries and partners**
 - Responsible for managing monthly customer satisfaction surveys and monitoring results
 - Manage annual impact survey to all beneficiaries, to gain understanding of how the Charity's support has made a difference to clergy families (working with marketing colleagues), and contribute analysis of this survey to our annual impact report
 - Manage and develop feedback (beneficiary experiences and impact measurement) delivered through our partner support services.
 - Using all such data to form insights into continuous improvement and potential new service development ideas

- 4. Continuous monitoring of trends and beneficiary activity**
 - Undertake regular analysis and update of beneficiary need to ensure current grant and support offer is meeting clergy needs
 - Continue to research and analyse specific requests from team members and / or external partners
 - Identify areas which may be suitable for the Trust to curate and commission specific research which would benefit the wellbeing of clergy and their families
 - Work with marketing team to organise and attend focus groups on potential new support services

- 5. Working closely with the Chief Executive, Director of Charitable Services and Head of External Relations, to develop the Trust’s research, thought leadership and advocacy work**
- ➔ Leading on data-led evidence which may translate into online resources, marketing content, publications, or a potential new research portal and hub
 - ➔ Working with the Church of England and other partners to promote the cause of clergy wellbeing
 - ➔ Developing resources aimed at preventing the issues facing many of our beneficiaries, including educational materials for theological colleges and Dioceses, and personal tools for use online by individual clergy
 - ➔ General horizon-scanning of best practice wellbeing initiatives in Dioceses and throughout the national Churches we serve
- 6. Other reasonable duties and projects commensurate with the post**

Part 3: Person specification

Attribute	Essential	Desirable
<p>Experience, skills and abilities</p>	<p>Analytic specialist able to identify trends and convert into practical solutions and recommendations</p> <p>Knowledge of databases and experience of using secure data analysis software</p> <p>Excellent communication skills (both written and oral) and attention to detail</p> <p>A passion for data and a champion of an insight-driven approach</p> <p>Experience of presenting engaging, high-quality reports and insights for a range of audiences and platforms</p> <p>Ability to work in a methodical manner, prioritising and juggling numerous projects</p> <p>Proven experience of managing large volumes of data and formulating high-quality, evidence-based recommendations</p> <p>Excellent inter-personal skills and demonstrable ability to work in a small team</p>	<p>Experience of working in a not-for-profit organisation or grant-making trust</p> <p>Knowledge and understanding of the Church of England</p> <p>An understanding or appreciation of the challenges to Anglican clergy and their families</p>
<p>Personal</p>	<p>Good team player, self-aware and highly motivated, and with a 'can do' attitude, willing to contribute to the overall success of the charity</p> <p>Ability to work under pressure</p> <p>Demonstrable sympathy with the Christian ethos of the Trust</p>	

Attribute	Essential	Desirable
Education & training		Qualification in statistics or mathematics, or other technical training Degree-level education

Part 4: Further job particulars

Hours of work: 35 hours per week worked flexibly. The Trust’s ‘core hours’ are 0900 – 1630, Monday to Friday.

Pension: The postholder will automatically be enrolled into the Trust's pension scheme, which attracts an employer contribution equivalent to 10% of basic gross salary.

Death in service: Life Assurance (Death in Service cover) of 4x salary will be provided for your spouse/dependants in the event of your death whilst you are an active employee of the Trust.

Holiday: The standard annual holiday entitlement in any holiday year is 25 days, exclusive of recognised public holidays. The Trust also closes between Christmas and New Year, additional to annual leave allowances.

Part 5: How to apply

To apply, please email the following to the Director of Charitable Services, Sarah Crombie, on sarah.crombie@clergysupport.org.uk:

- Curriculum Vitae.
- Covering letter (no more than two sides of A4) explaining why you are interested in the role and how you meet the person specification (please provide specific examples in your supporting statement).
- Completed copy of the attached Criminal Record Declaration form.

Closing date for receipt of applications: 1pm, Monday 19th July 2021

First-round interviews with members of the Senior Leadership Team will be held in person at our Westminster office in late July. A shortlist of candidates will then be invited to a further interview.