

## Job description

Job Title:	Insights and Research Manager
Reporting To:	Head of Marketing and Communications
Department:	Marketing and Communications
Location:	Homeworking
Salary:	Manager (up to £40,000)
Benefits:	25 days annual leave + bank holidays + birthday leave, 5% employer pension contribution, medical cash plan, training and development portal, flexible working
Contract:	This is a 18 month fixed term contract

nurtureuk is a charity that has been working with schools for many years, to improve the mental health and wellbeing of children and young people by removing barriers to learning by promoting nurture in education.

Our mission is to improve the mental health and wellbeing of children and young people by removing barriers to learning by promoting nurture in education. We believe in a whole-school approach to promote access to education for all. With increasing numbers of children and young people affected by social, emotional and behavioural difficulties inhibiting their progress and limiting their life chances, nurtureuk has developed a range of interventions and support to give vulnerable children and young people the opportunity to be the best they can be.

The need for our work has never been greater, and the potential is clear. We have a dedicated team, trustees, and a CEO who is passionate about education and the development of young people.

## About the role

We're looking for a talented and experienced insights and research specialist to support us to demonstrate the impact of our activity with schools, school staff, children and young people. We're also keen to gather data and insight that can help us improve what we do, building on what works and changing what doesn't.

This is an exciting new role for an experienced and hands-on professional who has a good background in implementing systems and processes for measuring impact and evaluating outcomes in cost-effective ways, becoming our resident expert in impact, monitoring, evaluation and learning.

You'll help us develop insights and research that will inform the strategic direction, influence key decision makers and position nurtureuk as a thought leader on the benefits of a nurturing approach to education.

You'll be our analytics expert and support other teams to design effective research, ensure accurate and insightful analysis, and to craft engaging ways to tell the story revealed by the data and insights.

We are seeking an experienced Insights and Evaluation professional to develop our programme of insights, collaborating with key stakeholders across the charity to understand their priorities, what questions they are trying to understand and determine what data or research will answer these in a compelling way. This covers delivery improvement, trend analysis, audience understanding, research gaps and high-level evaluations of impact.

As well as developing insights to enable transformative change, you will be prepared to challenge the status quo, and elevate our thinking and creativity regarding the use of data and insights.

### Key responsibilities include:

- Overseeing our **approach to impact management**, including theory of change, impact framework & data collection tools
- Creating and improving systems and tools for **measuring impact and evaluating outcomes** of our programmes and initiatives
- Working collaboratively with the team to implement and embed systems, **processes and tools** to improve impact collection and delivery
- Taking ownership and co-ordinating all **quantitative and qualitative data collection** with support from the Programmes and Comms & Marketing teams
- Regularly **collating and analysing data** and **creating reports**, tools and visualisations for both internal and external stakeholders, including funders
- Creating and **overseeing monitoring dashboards**, ensuring that we're able to regularly track and report on key metrics
- Supporting the creation of our annual **Impact Report**

- Understanding the **national education and policy picture and trends** relevant to our organisation impact
- Encouraging **internal learning** to ensure we continue to improve our offer and programmes
- Staying up-to-date with relevant **research** and new impact, monitoring and evaluation methods

## Main Duties:

The elements listed below are not intended to be an exhaustive detail of all duties and responsibilities of the role and the post-holder will be expected to carry out any other reasonable duties that are consistent with the skills, abilities and position of the role.

- Product/Services, market and audience Analytics
- Monitoring and evaluation
- Managing data and reporting
- Research project management

## Product/Services, market and audience Analytics

- Develop evaluation tools/techniques to better understand the needs of external stakeholders and the impact of our work
- Develop evaluation tools to inform ongoing product/service improvement, new initiatives, policy work, profile-raising and income generation
- Develop processes for internal teams to ensure that our activities are informed by, and build on, our audience and market insight
- Develop shared practice approaches for reflection and learning
- Work cross-departmentally to ensure that our communications and stakeholder engagements are evidence-based, impact-led and highlight our learning
- Work with SLT to develop performance reports against agreed metrics, including annual in depth analyses to enable evaluation of our activities against strategic objectives

## Monitoring and evaluation

- Identifying where there are gaps in the evidence base and make recommendations
- Develop a comprehensive programme of insights to inform our campaigns, brand profile, service delivery, income generation and policy development
- Develop monitoring and evaluation frameworks, including quantitative and qualitative approaches, which feed into the overall organisational performance and impact framework
- Gather requirements for more complex automated reports and dashboards from colleagues and work with the systems manager to develop the data infrastructure

to support effective reporting

- Manage a data dictionary, and a data glossary with clear definitions for use across the organisation
- Support the SLT to develop longitudinal outcomes and methods to develop enhanced understanding of the long-term impact of our work
- Ensure joined up planning and delivery of customer, competitor and market research, insight and analytics projects and initiatives.
- Establish meaningful co-production and involvement from colleagues and beneficiaries
- Design and deliver training on implementing impact practice and associated tools
- Maintain and develop templates and processes for collecting and auditing internal and external data and generate key performance reports
- Support with the commissioning and management of ad-hoc external evaluation

## Research

- Design and carry out high quality research – qualitative and quantitative – to support the strategic priorities and evidence-based decision making
- Source and validate data from multiple sources (core receivables platform, CRM, website, third parties) and transform, combine, synthesise, and analyse to generate meaningful and actionable insights
- Identify best practice external tools to support the delivery of effective analysis and insights
- Develop engaging and accessible ways to communicate findings
- Build relationships with external partners (think tanks, academics, NGOs etc) to co-create innovative and insightful research that will influence decision makers
- Commission and manage research and insights agencies, designing briefs and ensuring relevant and impactful outputs

### Person Specification –

We are seeking to appoint a dynamic and reliable individual to support, manage and improve research, insights and evaluation within a rapidly evolving children's charity.

We are looking for an organised individual with strong analytical skills, along with strong communication skills.

### Education, experience and knowledge:

Strong candidates should have all or most of the following:

- Strong analytical skills and a digital-first mindset
- Take an active role in setting, delivering, and evaluating progress against the Research & Insights team strategy and goals
- Experience in developing automated reporting, and combining, transforming and presenting data using visualisation, business intelligence and dashboarding tools

- Experience of gathering requirements for reports and dashboards from colleagues and delivering usable, automated tools for data insights
- Experience in transforming data into compelling stories
- Strong organisational skills with the ability to multitask, prioritise, manage time effectively and meet deadlines whilst working independently and proactively
- Attention to detail and problem solving skills
- Ability to work in a team environment, and good interpersonal skills
- Ability to develop and maintain good working relationships with a range of stakeholders
- Good attention to detail, and the ability to keep accurate records and work at pace
- Ability to listen to colleagues with empathy, to think critically and solve and escalate problems appropriately

### Person Specification

Person Specification		
	Essential	Desirable
<b>Professional/Education Qualifications</b>	A professional with proven experience in the specialised area of work outlined above	

<p><b>Experience</b></p>	<p>Experience of data analytics and evaluation, with the ability to produce high-quality outputs to clearly explain findings</p> <p>Experience of developing evaluation tools/techniques to better understand the needs of external stakeholders and the impact of our work</p> <p>Experience in developing automated reporting, and combining, transforming and presenting data using visualisation, business intelligence and dashboarding tools, such as Power BI or Tableau</p> <p>Experience of gathering requirements for reports and dashboards from colleagues and delivering usable, automated tools for data insights</p> <p>Experience of developing organisational theory of change</p> <p>Experience of developing evaluation tools to inform ongoing product/service improvement, new initiatives, policy work, profile-raising and income generation</p>	<p>Experience of using Salesforce CRM</p> <p>Experience of using Google Workspace</p> <p>Experience of using Looker Studio</p> <p>Experience of using automated tools to extract cleanse and transform data</p>
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<b>Knowledge and skills</b>	<p>Delivering day-to-day operations with personal responsibility and discretion</p> <p>Understanding of impact measurement and evaluation, applying appropriate and proportionate approaches, tools and methods to maximise learning at project and organisational level</p> <p>Understanding of quantitative and qualitative research techniques and comfortable using them to gather relevant data</p> <p>Understanding of the use of theories of change and outcomes frameworks</p> <p>Project management experience</p> <p>Ability to draw out insight from data to continually improve performance and impact</p> <p>Ability to present data and information tailored to different audiences</p>	
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<b>Personal attributes</b>	<p>Good attention to detail, and the ability to work at pace</p> <p>Ability to listen to customers and colleagues with empathy, to think critically and solve and escalate problems appropriately</p> <p>Team player - working with colleagues across areas.</p> <p>Ability to manage a fast-paced, unpredictable workload with professionalism and enthusiasm.</p>	
<b>Other</b>	<p>Up to date DBS (basic level)</p> <p>Data protection awareness</p> <p>Safeguarding awareness</p> <p>Willingness to undertake CPD to develop within the role and organisation.</p>	

### How to apply:

Visit our website [www.nurtureuk.org](http://www.nurtureuk.org) to read the job description. Applicants are asked to provide a current CV and covering letter outlining evidence against the essential criteria in the job description, clearly identifying the skills and experiences applicable to the role.

### Key dates

- **Closing date:** Friday 16th February 2024
- **1st round panel interviews:** Week beginning 26th February (competency based questions)
- **2nd round panel interviews:** Week beginning 4th March (competency based plus presentation will be required based on pre given task)



## Employee Benefits:

nurtureuk is committed to being an equal opportunities employer. We welcome applications from people from all backgrounds and with all different kinds of life experiences. We operate with an inclusive culture which is representative of the Six Principles of Nurture that we adhere to and promote through our work. We particularly welcome applications from male identifying candidates and candidates from a Black, Asian or other minority ethnic background as they are currently under-represented within the nurtureuk team. If you have the right skills for this role, we want to hear from you.

nurtureuk is a fully remote employer, and we operate with a strong culture and commitment of trust in the team. Nurtureuk supplies the resources necessary to create a comfortable working environment from home. We allow for flexible working to be self-managed by the team, so they may work around their other personal commitments. We maintain a hybrid working space in central London (Tottenham Court Road) offering teams the optional opportunity to come together on an ad hoc basis.

All employees receive 25 days annual leave plus an additional day for each year of service, up to a limit of 30 days. This is in addition to all bank holidays and Christmas office closure. Nurtureuk pays 5% employer contributions to pensions and also offers a medicash employee benefits package. This includes cover for a virtual GP, routine dental and optical care, specialist consultations/diagnostics, complementary and alternative therapies, prescriptions, flu jabs and discounted gym membership. There is also access to a 24/7 Employee Support Service providing mental health and wellbeing support.

## About nurtureuk:

We are nurtureuk, an organisation dedicated to improving the social, emotional, mental health and wellbeing of children and young people. We've been at the forefront of the nurture movement for over 50 years, and today – with ever more children and young people affected by issues that can impact their learning – our work is more vital than ever.

## Our vision

A world where:

1. Child development isn't limited by lack of nurture in education
2. Adults working with and caring for Children and Young People are supported and equipped with evidence-based tools to help them flourish and learn

## Our mission

nurtureuk is dedicated to improving life chances of every child and young person by promoting nurture across the whole education system and beyond:

- We are proud of being a charity and driven by social purpose
- Children and young people's development is at the heart of everything we do
- We want to amplify the benefits of nurture for every Child and Young Person within and beyond the classroom
- We are evidence-based and practice-led in line with the Six Principles of Nurture

# The Six Principles of Nurture



Authors: Eva Holmes and Eve Boyd

## What is nurture?

The concept of nurture highlights the importance of social environments – who you're with, and not who you're born to – and its significant influence on social emotional skills, wellbeing and behaviour. Children and young people who have a good start in life are shown to have significant advantages over those who have experienced missing or distorted early attachments. They tend to do better at school, attend regularly, form more meaningful friendships and are significantly less likely to offend or experience physical or mental health problems. The nurturing approach offers a range of opportunities for children and young people to engage with missing early nurturing experiences, giving them the social and emotional skills to do well at school and with peers, develop their resilience and their capacity to deal more confidently with the trials and tribulations of life, for life.

## History

Nurture groups were the brainchild of educational psychologist Marjorie Boxall in 1969. Large numbers of young children were entering primary school in Inner London with

severe emotional, behavioural and social difficulties, which led to unmanageable rates of referral for placement in special schools or for child guidance treatment. Boxall understood that the difficulties presented by most of these children were a result of impoverished early nurturing, meaning they were not able to make trusting relationships with adults or to respond appropriately to other children. They were not ready to meet the social and intellectual demands of school life, which further damaged their already fragile self-confidence and self-esteem.

For more information please visit:

[www.nutureuk.org/what-we-do/introducing-nutureuk](http://www.nutureuk.org/what-we-do/introducing-nutureuk)