



Position Title: Data and Learning Manager
Reports to: Executive Director

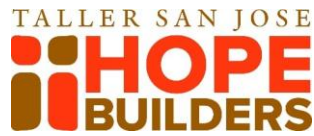
POSITION SUMMARY: The Data & Learning Manager is experienced in promoting the use of data in a manner that results in shared insight and supports the continuous improvement of programs and people. This individual is an experienced manager passionate about the organization's efforts to improve the lives of opportunity youth and understands the importance of strong data collection, reporting, and analysis practices in accomplishing that goal. The Data & Learning Manager carries significantly responsibility for ensuring high quality data, works closely with the management team to support all of the organization's data and evaluation-related activities.

CHARACTERISTICS NEEDED FOR SUCCESS:

- Naturally inquisitive and interested in how things work
- Process oriented
- Dedicated to quality
- Coaching mentality with strong communication skills
- Sees the people in the numbers

KEY RESPONSIBILITIES:

- Works with management team to inform, design and promote linkages between data collection and program design, operations, and assessment for the purpose of performance improvement
 - Provide regular assistance, including the coordination of training and technical support, to staff to support data collection, tracking and utilization.
 - Develop and refine workflow processes and protocols for timely and consistent data collection and reporting, and support staff in adopting these
- Work closely with staff to promote a culture of learning using data to drive decision-making and program improvement
 - Provide regular guidance and assistance, including the coordination of training and technical support, to staff to support data collection, tracking and utilization
 - Develop and refine processes/protocols for timely and consistent data collection and reporting, and support staff in adopting these
- Analyze data sets (e.g. program data, fundraising data, publicly available data, etc.), using a variety of analytical tools to unlock insights, measure effectiveness and use data to inform decision-making
 - Progressively refine data needs and collection in line with our program model and desired outcomes
 - Regularly conduct quality assurance checks to identify opportunities for ongoing improvement
- Support the administration of data management systems, including: serving as a liaison with vendors, managing user accounts, answering staff questions, monitoring data entry timeliness and quality, de-duping records and keeping up-to-date with new features



- Assist with data system implementation including researching solutions and best practices, business process improvement planning, documentation of policy and procedures, data migration and cleaning, and staff training needs
- Support qualitative data collection processes such as client surveys or focus groups, both through direct client interactions and volunteer coordination, as well as analysis to produce reports on client demographics and impact
- Support the monitoring and evaluation of programs, including database support, data entry and quality assistance as needed, logistics, training and coordination with program staff, survey administration, focus group facilitation, and documentation
- Other projects and responsibilities as needed to advance the strategic data management and institutional learning priorities of Hope Builders

QUALIFICATIONS

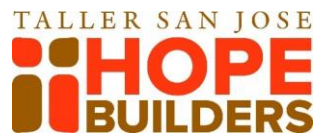
- Excellent computer skills including: Microsoft Word, Outlook, strong Excel skills is a must. Ability to use the internet a must.
- Bachelor's degree required or equivalent experience; 3+ years of experience in similar data management setting or in a non-profit environment preferred
- Experience with Apricot (preferred) or similar data management systems (required); Experience with learning management system such as Schoology desirable.
- Supervisory or management experience in a similar data management setting preferred

ADDITIONAL REQUIREMENTS:

- Must have a valid CA Driver's License, reliable transportation, and meet state required automobile insurance minimums
- Excellent organizational skills; meticulous; ability to self-start
- Strong written and oral communication skills
- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks
- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day

COMPENSATION AND WORK HOURS:

This is an exempt position offered at \$60,000 yearly. Full medical, dental, and vision benefits. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with some weekend and evening work required.



This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.

HOW TO APPLY: Please send resume and supplemental documents to hr@tsjhopebuilders.org