



Data Manager

Role Profile

Job Title: Data Manager

Reports to: Senior Account Manager

Duration: Permanent subject to a 6-month probationary period

Start Date: August 2022 or as soon as thereafter

Hours: 37.5 hours per week

Salary: £20,000 - £28,000 per year

Role Profile

About Substance

Substance is a social research and technology company working to understand the social impact of sport and physical activity, youth development and outdoor recreation. We work with many types of organisations including major charities in youth and sport, local and central government and national and international sports bodies.

Our core team is made up of experienced social researchers, technologists and programme managers, each with their own specialisms. We share an ambition to make organisations that do good have a greater impact.

Substance is based in Manchester but, with flexible working policies, has staff employed all over the UK.

Who we work with

- **National government departments**, such as the Department for Digital, Culture, Media and Sport, Home Office, Department for Education and Department for Food, Environment and Rural Affairs.
- **Regional and local government bodies** such as the Greater London Authority and the Greater Manchester Combined Authority.

- **National strategic organisations** such as the Environment Agency, Big Issue Invest Premier League Charitable Fund, Big Lottery Fund.
- **National charities**, such as BBC Children in Need, Wellcome Trust, Royal National Lifeboat Institution, MIND, Groundwork and MyBnk.
- **National and international sports bodies** including UEFA, national football associations, Sport England, UK Sport, sports clubs and sport for development organisations.
- **Local and regional delivery organisations** including a range of football club community organisations and other sport for development, health and social organisations and charities.

Role Purpose

The core purpose of the Data Manager position is to ensure the quality and integrity of numerous data sets that support Substance's research and social valuing projects. Following established project management plans and procedures, the successful candidate will be expected to identify, analyse and interact with multiple sources of data; build online and offline processes and routines that ensure key data sources are updated regularly and accurately; and quality assure all data-related outputs.

Key Competencies

Essential

- Excellent research and organisational skills.
- Excellent numerical and analytical skills.
- Excellent teamwork skills, both as a member and a leader of a team.
- Excellent IT skills (including data handling and analysis using relevant computer applications).
- Excellent communication and interpersonal skills.
- Critical thinker.
- Attention to detail.
- Self-motivated, goal-oriented and able to accomplish assignments/tasks with little or no supervision.
- Excellent customer service skills.
- Must have knowledge of working business standards that are relevant to the industry in which the organisation operates.

Desirable

- A Bachelor's degree or higher with an emphasis on data management, data analysis, computer science or statistics.

- Knowledge and interest in relevant sport sectors, research subjects and client types, along with an ability to be an adaptive learner.
- A minimum of 1 year experience as a data manager/analyst in a reputable company.
- Knowledge and experience of using MySQL and R (the programming language).
- Experience utilising social media for research – data collection, sentiment analysis, publicising research etc.
- Ability to help manage elements of research projects and team members.

Key Responsibilities

The Data Manager, will be responsible for:

Data Management

- Organising, implementing, and enforcing data collection and maintenance policies and methods (including automation where possible) across multiple projects.
- Monitoring and updating key data sources that support Substance’s social valuing projects (e.g., physical activity, health condition prevalence rates, economic indices).
- Providing training to stakeholders to be able to perform data collection independently and effectively.
- Developing data collection methods and processes for new projects.
- Maintaining data and evidence resource banks.

Quality Assurance

- Establishing and adhering to key quality standards to govern the collection of data.
- Producing reports on data quality and confidence.
- Conducting analysis to ensure that all data collected is appropriate for project purposes.
- Ensuring the proper functioning of data collection software and internet applications.
- Making sure that data collection procedures are in line with all relevant laws, rules and guidelines.

Communication

- Creating protocols for the Substance social value team and external stakeholders to monitor and update key data sources and related actions.
- Communicating key data-related findings internally.
- Interpreting and explaining complex data to colleagues.
- Working with colleagues to catalogue live research and data sources and archive old.

Other

- The post will require flexible working both in terms of some hours of working, some travel and weekend/evening working and adapting to changing timetables and deadlines.
- The post will also require working to a workplan and a personal development plan agreed with Senior Account Manager, which will be regularly reviewed and adapted.

Role Benefits

The successful candidate will be entitled to the following benefits:

- 25 days annual leave per year on top of bank and discretionary Substance holidays.
- This rises by one day annually to a maximum of 30 days.
- Primarily working from home with options to work from Manchester city centre office at some times.
- Contributory pension scheme.
- Perkbox (employee benefits platform).
- Salary Sacrifice scheme including cycle to work bike loans, childcare vouchers and other key lifestyle benefits.
- Eye care vouchers to cover eye tests and VDU glasses discounts
- Death in Service payment to nominated trustee.
- Free health service as part of an income protection scheme (available after 3 years' service).
- Professional development support.
- Regular company social events.