

2021

Substance Performance and Insight Manager Role Profile

Job Description

Job Title: Performance and Insight Manager

Reports to: Head of Programmes

Duration: Permanent, subject to a 6 month probationary period

Start Date: Immediate

Hours: Full Time

Salary: £34,000 - £40,000

Outline

The position is to provide data, performance and insight support for the Chances Social Impact Bond, currently being managed by Substance.

The successful candidate will be working primarily on the management of a national sport for development programme being delivered in 16 locations across the country. The Chances programme is an evidence-based sport and activity programme based on 20 years of research with organisations in the *Sport for Development* sector. It embraces influences from the sport, youth work and criminal justice sectors and is defined by a purposeful intention to change, rather than simply manage, young people's behaviour and lives. The measurable outcomes of Chances include improving physical literacy and school attendance and reducing offending behaviour.

Chances is delivered locally by 16 sport and youth charities that have proven expertise within the sport for development sector. All of these organisations use Substance's Views data management and reporting platform to keep detailed records of each participant and the outcomes they are working towards.

The successful candidate will also have the opportunity to contribute to other national and international programmes currently being managed by Substance.

About Substance

Substance is a research and technology company that works with charities, government, sports organisations and businesses, with a particular focus on sport and physical activity, outdoor recreation and social impact.

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

Substance is based in Manchester but does support and encourage home working practices.

Key Skills and Competencies

Key Skills / Competencies

Essential

Graduate or possession of a relevant qualification in a similar role.

Experience in statistical analysis approaches / software.

At least three years' experience in an organisation which has been responsible for delivering or performance managing projects or programmes with a social purpose.

Analytical and numerate with experience in interpreting data.

Excellent planning and scheduling skills and the ability to monitor multiple projects being delivered simultaneously across the country.

Great communication and negotiation skills and the ability to liaise with stakeholders and enthuse delivery partners; providing regular updates to help project staff improve practice.

Excellent time management skills and the ability able to plan, monitor and help support projects to meet deadlines.

Excellent problem solving skills to help identify and avert potential risk within projects and manage issues when they occur.

Experience of developing performance indicators.

Excellent IT and Microsoft Office skills, including Excel and PowerPoint.

Desirable

Knowledge of the youth, sport and physical activity sectors is preferable, but not essential if a quick learner with willingness to build knowledge.

Experience or knowledge of the public and voluntary sector.

Personal Attributes

The ability to maintain positive and supportive relationships with all internal and external stakeholders.

Well organised, self-motivated and an ability to work under pressure and to deadlines.

Passionate about harnessing the benefits of data.

Demonstrable commitment to equality and diversity.

Key Responsibilities

The Performance and Insight Manager will be responsible for:

Planning

- Working with the Programme Manager and Programme Administrator to ensure robust systems and processes are in place for the generation of output and outcome data.
- Communicating with national programme partners (e.g. Big Issue Invest) Sport England, DCMS Life Chances Fund) to understand specific performance and data requirements.
- Creating effective performance plans for each individual project, ensuring that they are clear and achievable; using the allocated resources and in line with contract agreements.
- Understanding specific skill sets and roles within local delivery organisations to assist with the delegation of project tasks related to data generation.
- Creating reporting frameworks to ensure all national and local stakeholders have access to appropriate and up to date performance measures.
- Creating and maintaining an outcome risk register to ensure mitigations are in place if local delivery is not on track.

Delivering

- Supporting local project staff to generate outcome data when required.
- Interrogating project data to ensure local and national delivery is on track.
- Working with the Programme and Research Manager to develop predictive models to ensure outcomes are likely to be achieved.
- Liaising with local project staff on a regular basis to communicate achievements, challenges and risks.
- Analysing national and local outcome data to spot trends and identify effective practice models.
- Working with the Programme Administrator to ensure good quality outcome evidence is produced to support financial claims.

Reporting

- Reporting high level findings to the Divisional Board, responsible for the good governance of the programme.
- Reporting progress to individual local authorities, delivery partners and other local stakeholders.
- Working with the Research Manager to investigate the relationship between outcomes achieved and likely impact.
- Reporting achievements, challenges and risks to the Programme Manager and helping contribute solutions where necessary.
- Reporting programme finding to external stakeholders when appropriate.

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.
- Contributory pension scheme.
- Salary Sacrifice scheme including cycle to work bike loans, childcare vouchers and other key lifestyle benefits.
- Eye care vouchers to cover eye tests and 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.
- Free gym membership for access to three Bannatyne branches across Manchester City Centre.
- Regular team social events

