

Job Description

Job Title:	Data Monitoring & Impact Officer – Homelessness and Rough Sleeping
Directorate/Team:	Housing, Property & Regeneration
Location:	16 Summer Lane or other site/location
Responsible to:	Project Co-ordinator – Homelessness and Rough Sleeping
Responsible for:	N/A
Key working relationships: (internal)	Homelessness team within the Housing, Property & Regeneration directorate; WMCA Research & Intelligence team
Key working relationships: (external)	Commissioned providers across homelessness and related sectors; local authorities; Ministry of Housing, Communities and Local Government (MHCLG); research institutions and other combined authorities.

Purpose of the Post

This role will be integral in the delivery of the WMCA's commitment to Designing out Homelessness, contributing to enhancing the region's expertise in designing and commissioning innovative homelessness prevention services that add value to those led locally.

This role will be responsible for capturing qualitative and quantitative monitoring information across commissioned projects, measuring the impact of, and identifying the learning from different interventions to prevent and relieve homelessness.

Accountabilities

To lead on the end-to-end process of collating, cleansing, analysing, interpreting and preparing monitoring information, assisting the Homelessness team to meet our funders' reporting requirements.

Responsibilities

Strategic

- Working flexibly and proactively, with integrity, to meet the needs of the WMCA and the Homelessness team.
- Reviewing existing WMCA project monitoring information systems, recommending and implementing any required improvements.
- Working within, reporting to and supporting the WMCA's wider homelessness prevention programme.
- Supporting the Project Co-ordinator with the identification and development of case studies, focus groups, stakeholder interviews and other methods to measure the impact of commissioned projects and our strategic approach.

People

- Developing and maintaining effective working relationships with commissioned delivery partners, providing practical support, to enable the smooth return of monthly project reporting information.
- Acting as the principal point of contact on matters affecting the accuracy of reporting information, helping delivery partners to resolve errors and to implement effective monitoring and reporting systems.

<ul style="list-style-type: none"> Supporting the Project Co-ordinator to undertake performance review meetings with commissioned delivery partners. Working collaboratively across WMCA and the Homelessness team Responding to communications from stakeholders in a timely manner. Representing the WMCA in a professional manner.
Operational
<ul style="list-style-type: none"> Developing clear guidance and templates for commissioned delivery partners to ensure that all performance monitoring information is recorded accurately, in the correct format and submitted on time. Actively working with organisations to ensure a clear understanding of reporting obligations providing practical support if needed Checking, collating, analysing and interpreting reporting information received from commissioned delivery partners. Designing and preparing monitoring information reports to meet funders' reporting requirements. Maintaining WMCA project monitoring information systems to capture both quantitative and qualitative information to evidence outputs, outcomes and impact across homelessness workstreams. Supporting the Project Co-ordinator with the development of outcomes and key performance indicators to measure the impact of commissioned projects.
Financial
<ul style="list-style-type: none"> Ensures Value for Money and follows the appropriate governance processes for dealing with any financial activities.
Other
<ul style="list-style-type: none"> Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.

Commented [BE1]: Do we want them to be proactive in helping organisations to understand their reporting obligations and providing light touch support if needed? And also keeping track of deadlines and submissions, chasing organisations when needed, so our reporting is current and timely?

Commented [NS2R1]: Yes to all of these qus I think

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A	I	T
Experience					
Experienced in using, developing and maintaining spreadsheets, management information systems and/or customer relationship management databases	X		X	X	
Experience of working with, and/or supporting multiple partners/stakeholders	X		X	X	
Experience of inputting, analysing, interpreting and working with large volumes of complex data	X		X	X	
Experience of using PowerBi or similar to present data	X		X		
Experience of working with or for organisations across the region who provide support to individuals at risk of homelessness		X	X	X	
Experience of monitoring and understanding outcome data	X		X	X	
Skills / Knowledge	E	D	A	I	T
Excellent analytical skills with the ability to present complex information clearly and in a useable format	X		X	X	
Intermediate/Advanced skills in using Microsoft Office products (Word, Excel, PowerPoint, Outlook) and virtual meeting software.	X		X	X	
Ability to produce clear and concise reports	X		X	X	
Highly skilled in identifying and implementing improvements to monitoring information systems	X		X	X	
Ability to work independently and to use initiative to manage tasks effectively	X		X	X	
Methodical and systematic approach to problem solving	X		X	X	

Meticulous working style, with a good eye for detail	X		X	X	
Excellent organisational skills, with the ability to plan workload to meet deadlines, responding quickly and effectively to changes in a fast paced and dynamic environment	X		X	X	
Excellent oral and negotiating skills, with the ability to give clear information and guidance to a range of stakeholders	X		X	X	
Excellent listening skills and ability to synthesise oral information from colleagues and partners	X		X	X	
A good understanding of the issues relating to rough sleeping, homelessness prevention and other relevant policy agendas and strategies		X	X	X	
Qualification / Education / Training	E	D	A	I	T
A good standard of education, including maths and English at GCSE or equivalent level.	X				
Degree in a relevant subject or equivalent professional experience		X	X	X	

Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.

	Problem Solving	Go for clear and simple whenever possible.
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Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference
		SP24-SP28	