

Job Description, Kirklees Better Outcomes Partnership (“KBOP”)

Role: Data and Operations Analyst with a social enterprise working to tackle the challenge of rising homelessness in West Yorkshire.

Location: Kirklees and London

Position: 12-months initially

Start Date: As soon as possible

Deadline: 26th April. Interviews to take place in w/c 29th of April.

Background

A unique and exciting opportunity to support the implementation and delivery of an innovative programme delivering floating support services to vulnerable people in West Yorkshire, helping reduce homelessness in the area. The programme will be working with 6,000 vulnerable people in Kirklees, helping them to secure accommodation and giving them the skills required to sustain these tenancies independently over time. Kirklees Better Outcomes Partnership (“KBOP”) is a social enterprise that has won the contract with Kirklees Council to oversee the delivery of this programme. <https://www.kirkleesbetteroutcomespartnership.org/>

The project is an outcomes contract where we will be paid for achieving positive social outcomes for our clients relating to accommodation, education, employment and improvements in wellbeing. This model allows flexibility in how the service is delivered with a focus on evolving the service delivery model over time to best achieve the target outcomes for the people we support. KBOP is in partnership with a group of 9 local charities and social enterprises (the Delivery Organisations) that have been delivering floating support services in Kirklees for over 15 years. Between them these organisations have the front-line delivery expertise to provide support to people with a range of needs. These include; individuals who are homeless or at immediate risk of becoming homeless, individuals with mental health or substance misuse issues, victims of domestic violence, ex-offenders as well as other groups. The role of KBOP will be to drive continuous improvement across the service, set the strategy for the programme, and manage key stakeholder relationships, including with Kirklees Council, the service commissioner.

KBOP is financially backed by Bridges Fund Management, a social investor. Bridges has a mission to provide capital and support to help social sector organisations deliver outcomes contracts. They do this through their investments in Social Impact Bonds (SIBs) and have, to date, invested in over 30 SIBs across various sectors (<http://www.bridgesfundmanagement.com/for-investors/bridges-social-impact-bond-fund/>).

Role Outline and Description

The focus of your work will be to lead on data collection and analysis critical to the successful delivery of this contract. You will report to a Performance Manager and the Project Director. The Data and

Operations Analyst will also actively participate in the design and refinement of our systems and approaches to support greater collaboration across Kirklees Council and the delivery organisations. You will be critical to identifying priority areas for adaptive management to ensure that the programme is continually learning and applying this to improve operational performance and deliver positive social outcomes.

Your Challenge (detailed view)

- Referral data
 - Work with service providers to ensure that all referrals are collected and entered correctly into the centralised referral system
 - Clean data as needed and check data for accuracy
 - Raise any issues with counterparts at Kirklees Council/ Delivery Organisations as needed
- Outcomes data:
 - Liaise with data contacts at the Delivery Organisations to collect outcomes data.
 - Check data for accuracy and raise issues with the Project Director and Performance Manager
 - Raise any issues with counterparts at Delivery Organisations as needed
- Invoicing / payments
 - Work with the Performance Manager to ensure that invoices for outcomes are made in a timely manner and are paid.
- Other
 - Support the Programme Director and Performance Manager with analysis and performance reporting
 - Work with the Performance Manager and Delivery Organisation / Kirklees Council data persons to continually develop and refine data collection processes to make them as streamlined and efficient as possible

About you

You will have the following skills, knowledge and competencies:

Essential

- Desire to support a unique impact-led project
- A belief in the role of data to help solve social problems
- A high level of mathematical ability
- Strong ability to analyse and interpret data
- Problem-solving skills
- A methodical and logical approach
- The ability to plan work and meet deadlines
- Accuracy and attention to detail
- Interpersonal skills
- Team working skills
- Written and verbal communication skills
- Adaptable and comfortable working in a fast-paced environment

Desirable

- Experience of working in a Local Authority context

Recruitment Details

The role will initially be a contract for a period of 12 months and will be reviewed at this point.

The salary of the post holder will be negotiable based on their current arrangements, knowledge and experience.

Expressions of interest should be no more than 1 sides of A4, detailing how each candidate meets the requirements of the role description and the key competencies. Interviews are expected to take place week commencing 29th April 2019 with the intention that the successful candidate will be able to commence their duties as quickly as possible.

Applicants to the role should send their CV to recruitment@kbop.org by 26th April 2019.