

YAP IRELAND DATA & COMMUNICATIONS MANAGER

RESPONSIBLE TO: DIRECTOR OF OPERATIONS

This post requires: a belief in the YAP model of strengths based, needs led services for children, young people and families. You will have experience of providing data management and communications to a medium to large sized organisation, with a complex range of systems. The post requires strong communication and leadership skills with the ability to drive change, to ensure a high-quality service for all young people and families, to develop services in line with the YAP ethos and a high level of strategic thinking. It also requires a high degree of flexibility and the requirement for national and regional travel.

Responsibilities and Tasks: Reporting to the Director of Operations, the Data & Communications Manager will be part of the Senior Management Team responsible for Data Management & Communications including the design and development of existing data management systems. You will have responsibility for the collection, control, protection and storage of data, management of staff and the dissemination of information relating to evidence-based research to Management, Funders and the Board.

Specific areas of responsibility include:

1. To manage and have oversight of all data management systems and personnel within the organisation with particular emphasis on accuracy, efficiency, and client confidentiality.
2. To manage and supervise the data & communications team to ensure that the appropriate resources are in place and that people are supported to do their jobs to a high standard of accuracy and efficiency.
3. Ensure the data management systems and data handling practices are fit for purpose to support the achievement of the YAP Ireland Strategic Plan and comply with General Data Protection Regulations (GDPR).
4. To oversee the processing Client Referrals onto Client Relationship Management (CRM) System accurately and within agreed timeframes.
5. To oversee the processing and analysis on data from YAP service users to produce reports for Senior Management, the Board, Funders and potential Funders.
6. To manage the Research function of YAP Ireland, to ensure that the relevant tools are in place and being used and that the information gathered is being used effectively to support the YAP Ireland Strategic Plan.
7. To manage the process of submission of research tenders in collaboration with Senior Managers and the Board, as appropriate and work closely with external research bodies in the execution and dissemination of external research findings.
8. To manage all requests for information under Subject Access Requests (SAR's) ensuring that all requests are handled efficiently and securely and with a high degree of accuracy.
9. To manage the Communications systems and personnel to grow the profile of YAP Ireland within the sector and to ensure that the voice of clients is heard and accurately represented through the effective use of social media, website, weekly newsletter and other promotional materials.
10. To manage all national and regional events for YAP Ireland showcasing the work of young people and families.
11. To use internal communications to showcase the work happening around the country and to champion and increase the use of evidence-based research tools among service delivery staff.
12. To develop and deliver monthly, quarterly and annual service delivery reports to the Senior Management Team, Funders and the Board as required.
13. To advise and provide technical support to Senior Managers developing and implementing new services to ensure that data systems, research tools and reporting structures are in place.
14. To provide administrative support to the Board of YAP Ireland and to the Lobbying Return Submissions.

15. To review and implement policies relating to GDPR, Quality Monitoring, Research and Communications.
16. To adhere to best practices including Children First guidelines and other legislative requirements.
17. General Office Administration: Together with the Human Resources Manager to manage the day-to-day office management with the Support Services Team and to perform other duties as required by Director of Operations.
18. Deputise for the Director of Operations as required.

Adhere to all YAP Ireland personnel policies, Health and Safety Policy, Code of Conduct and Good Work Practices and ensure that they are adhered to by all staff

Person Specification

Qualifications / Work Experience

Essential:

Degree in business related field and excellent knowledge of computing packages.

At least 3-years' experience in research, data management and analysis and report writing. Some experience of managing client relations and conducting research. Extensive working knowledge of Microsoft Office, Excel, Word, Power-point, Publisher and Databases and the ability to analyse data accurately and confidentially.

Experience of data systems and data analysis

Two years' experience of managing people.

Desirable:

Recognized Qualification in Leadership, Supervision or Management

Skills Essential

- ✓ Excellent leadership and people management skills
- ✓ Excellent communication & client relationship skills
- ✓ Ability to instil positive influence and bring others along with you
- ✓ Excellent analytical, critical, and logical thinking; problem solving; clear communication; attention to detail
- ✓ Excellent administration & organizational skills
- ✓ Excellent knowledge of excel and report writing
- ✓ Solution focused individual

Salary €63,266.00