360 Giving

Data Support Lead

Apr 2024

Introduction

At 360Giving, we are looking for a Data Support Lead to design and deliver data skills workshops and training; and undertake important data projects that create insights from grantmaking in the UK.

The Data Support Lead will report to the Deputy Chief Executive and is ideal for someone who has a love for sharing their data knowledge with others and enjoys hands-on data work. We are looking for someone curious to learn and share learnings about data on grants, grantmakers and grant recipients.

You will provide online and in-person training; carry out data processing and analysis, provide data cleaning and enrichment services; as well as support 360Giving to improve our internal use of data. This is a public-facing and hands-on role which will engage directly with 360Giving's target audiences and key stakeholders, and play a crucial part in delivering the goal of our strategy to support UK grantmakers to shift the norm from sharing data to using it in their day-to-day work.

This is a varied and interesting role for a good team player who is conscientious and well organised, with excellent communication skills and a passion for learning.

Terms

Salary:	£45,000 per annum
Hours:	37.5 hours a week (full-time)
Contract type:	Permanent, subject to a 6-month probationary period
Location:	Remote. Regular UK travel and attendance at meetings will be required, including typically 2 to 4 days a month in London.
Line Manager:	Deputy Chief Executive
Direct Reports:	No direct line reports – researchers and suppliers, as required.

This is a permanent position and is not subject to additional funding being secured. Candidates must be UK based and within commutable distance to London and be a UK Citizen

or have the right to work in the UK for at least 2 years.

Job Purpose

The Data Support Lead is responsible for the delivery of data skills workshops and training, and undertaking data projects that support effective data use by grantmakers, civil society organisations and internally to 360Giving. This is a hands-on and public facing role. You will be responsible for the day-to-day delivery of 360Giving's data skills training and data support services to 360Giving's target audiences and key stakeholders.

The role involves designing, planning and delivering training and one-to-one data support to users, preparing tailored data analysis and benchmarking reports, supporting large data analysis projects and special projects and collaborations, providing data cleaning and enrichment services, creating visualisations and contributing to the development of resources and communications to share good data practice. The role is also responsible for producing monitoring and analytics to support 360Giving's use of data and other operational requirements typical to a small non-profit organisation.

About you

We are looking for a passionate and committed individual to join our small friendly team in a role that will play a crucial part in delivering our goal to support UK funders to shift the norm from sharing data to using it in their day-to-day work.

The ideal candidate likes to ask and answer questions about data and will be a data user with an excellent working knowledge of Excel/ spreadsheets who enjoys getting hands-on with data to analyse information and extract insights. Could this be you?

Your love for learning new things and sharing your knowledge with others means you'll be able to design and deliver support to people of all technical abilities to build confidence and understanding of how to use data. You'll be an excellent communicator who is comfortable sharing your insights and data skills in writing, through one-to-one support and presenting to groups. You'll be an organised and self-motivated team player who is flexible and thrives working in a varied role as part of a small team. Most importantly, you'll have a passion for using data to make a real difference and be committed to 360Giving's mission.

About 360Giving

360Giving is a unique initiative. We aim to inspire best practice in grantmaking and leverage open data to help achieve this. Watch our short 'About us' video to find out more.

Our vision is for UK grantmaking to be more informed, effective and strategic

We help UK funders publish open, standardised data about the grants they make and support people to understand and use this data to improve charitable giving.

When funders publish information on who, where and what they fund using the [360Giving Data Standard](#) it means they are sharing it in a way that others can access and use for free. Because the data is standardised, it can be looked at and analysed all together, helping us to understand grantmaking across the UK. Having this information means funding can be more informed and effective.

Since we were founded in July 2015, we have worked with over 275 funders to publish their grants data openly using the 360Giving Data Standard. This means that, for the first time in the UK, it's possible to see and analyse grants awarded by different funders altogether. This data is transforming the knowledge base of the whole sector. We've developed tools that make the data easier to access and use. For example, our free search engine for grants data, [GrantNav](#), and our visualisation tool, [360Insights](#). To champion the use of grants and grantmaking data to inform decision-making, we are working with committed partners to launch [UK Grantmaking](#) this summer, a new home for viewing and creating insights about UK grantmakers and grantmaking.

In 2022 we launched our strategy: ['Unleashing the impact of grants data'](#). In it we set out four ambitious goals:

1. Increase relevant data available for informed decision-making
2. Improve the quality and depth of data for increased usefulness
3. Enhance data use for greater impact
4. Lead and influence practice for impact

The 2022-27 strategy marks a step-change for the charity as we increase our support for using 360Giving data and shaping policy and decision makers strategy and practice. It is an exciting time to join the organisation and shape our future.

Our team

Our [small team](#) of six staff members punches well above our weight, working with partners to extend our impact. We all have a valued role to play and our personal commitment, curiosity and collaborative approach support a welcoming and inclusive culture.

Diversity, Equity and Inclusion

We are particularly interested in improving the diversity of our team. We recognise the positive value of diversity and want to promote equality and challenge discrimination. Our work must reflect the considerations for the breadth of the sector that the data records. So we welcome applications from all suitably skilled and experienced people, and particularly from candidates from black and minoritised backgrounds, who are underrepresented in the philanthropy, data and technology sectors we are working in. You can read more about our Diversity and Inclusion policy and approach here.

Job Description

Note: We are a small team and flexibility in the role and responsibilities will be required. The role will report directly to the Deputy Chief Executive and will also work closely with the Head of Support and Services and other managers – see roles in the team.

Core Responsibilities

Responsibility – initial % to be reviewed after probation		%
1	Workshops, training and user support	25%
2	Data analysis support and data services	25%
3	Internal data support	15%
4	Support for communications and resource development	15%
5	360Giving software tools and products support	10%
6	Other duties	10%

1.   Workshops, training and user support

a) Design and deliver regular online and in-person group training and workshops

b) Support the design and evaluation of the training programme

c) Provide one-to-one data support and advice for users covering a wide range of data uses including how to access and use 360Giving data.

2.   Data analysis support and data services

a) Data preparation and analysis – preparing small pieces of commissioned analysis, or providing support for bigger projects being delivered by the Analysis Lead – including data cleaning and preparation for the annual UK Grantmaking project.

b) Produce tailored analysis reports and benchmarking reports.

c) Deliver 360Giving consultancy services including data cleaning and data enrichment and supporting the production of bespoke analysis.

3.   Internal data support

a) Set up reports to extract insights and support the management and development of the 360Giving Salesforce CRM

b) Set up and manage Google Colab notebooks/ templates, including liaising with external users.

c) Provide data support and guidance to 360Giving team colleagues where required

4.   Support for communications, engagement and resources

a) Create and maintain visualisations of 360Giving data

b) Contribute content to the 360Giving blogs, newsletter, social media and other content to support communications and marketing.

c) Identify and share case studies of data practice

d) Support peer networks including the Data Specialists group and input to the content of the Data Champions alumni sessions (these groups are formed of people who work with data in the grantmaking sector).

e) Develop data support resources in a wide range of formats

f) Develop our Resource Library to signpost to relevant 360Giving and third-party resources and external data sources

5.   360Giving software tools and products support

a) Test changes and developments to 360Giving software tools, providing feedback on bugs and enhancements

b) Contribute data user perspectives for upgrades and tools development

c) Support the documentation of 360Giving data and systems

d) Data support for the production of tools monitoring and analytics

e) Carry out research to support the preparation of proposals to develop the 360Giving Data Standard and contribute to papers for the Stewardship Committee.

6.   Other duties

a) Manage relationships and contracts with external agencies and suppliers, as needed.

b) Support the day-to-day operations of 360Giving and contribute to our overall aims and objectives.

c) Build strong and effective working relationships with colleagues across the charity, leading and participating in cross-functional projects.

d) Keep up to date on best practice – particularly changes to data practice, innovation, legislation and codes of practice.

e) Operate in accordance with our values, policies and procedures.

f) Manage own workload within agreed workplans.

g) Promote the work of 360Giving and participate in any other activities as necessary, including representing 360Giving in external meetings and working groups. Undertake other duties as may be reasonably requested as part of a collaborative team.

Person Specification

Note: It is essential that all applicants have a legal right to work in the UK for at least 2 years.
You should be based in the UK and available to travel for UK meetings and events (approximately once a month) and to London for team meetings and events on average 3 days a month.

Skills and experience

Essential
- Experience in designing data projects
- Excellent analytical skills and critical thinking
- Significant experience working on a range of data projects, analysing datasets, acting on insights and storytelling with data
- Experience using a range of data analysis and visualisation tools, techniques and systems
- Experience supporting others in their use of data, individually and in groups, including those with lower levels of data understanding and skills
- Sourcing and using data from a range of sources including open data
- Demonstrable experience of project management
- Excellent digital skills including experience of using advanced Excel features and functions.
- Willingness to learn advanced programming skills such as Python, R and/or SQL
- Excellent oral and written communication skills, to a variety of audiences, adjusting to different levels of understanding and using plain English
- Strong organisational skills and the ability to manage a diverse workload with a high level of flexibility to meet changing demands, as required to work collaboratively in a small team.

Desirable
- Training or qualification in a data related subject
- Python/ R and SQL skills

- Salesforce administration experience
- Experience creating and delivering training courses online or in person
- Experience of working with civil society organisations and understanding of the philanthropic sector
- An interest in open data initiatives and civic technology, and an understanding of how they support access to information

Personal characteristics and attributes

- **Purposeful** – focused and passionate, strategic, proactive and flexible to achieve aims. A passion for using data to make a real difference.
- **Open** – open to learning new skills and changing, generously sharing knowledge, friendly and approachable.
- **Curious** – inquisitive, tries different approaches, keen to learn. A proactive and self-motivated learner.
- **Collaborative** – work as part of a team and with external partners, sensitive and adaptable to the needs of others, roll up your sleeves and get involved. Goes the extra mile for others.
- **Inclusive** – committed to inclusivity and accessibility, celebrating diversity.