



ROLE PROFILE

DATA INSIGHTS OFFICER



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POST:

Data Insights Officer

SALARY:

£34,000 - £39,000 per annum (dependent upon experience)

CONTRACT:

Permanent, full-time hours (37.5 hours/week)

LOCATION:

Hybrid working: two days a week in our Bolton/London office combined with home-working and travel across our Youth Zone network as required.

REPORTING TO:

Head of Systems & Impact

BENEFITS:

Agile working with flexibility in working hours; 25 days annual leave plus bank holidays (rising to a maximum of 30 days); birthday leave, additional annual leave purchase scheme; company matched pension; company sick, maternity, paternity & adoption pay; Employee Assistance Programme, active and engaged networks to join (including Equity, Diversity & Inclusion) and access to Charity Worker discounts.

OUR COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION

As an equal opportunities employer, we welcome applications from under-represented groups; in particular from Black, Asian, Mixed Race & other ethnically diverse individuals, people with disabilities, and members of LGBTQ+ communities.

Our dedicated Equality, Diversity & Inclusion Group, with support from the Senior Leadership Team, is actively promoting and advancing diversity and inclusion at OnSide, ensuring a culture where everyone can be themselves and thrive.

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

We're OnSide, a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them.

We fund and build state-of-the-art, multimillion- pound Youth Zones in the country's most economically disadvantaged areas. We train the amazing people that run them. We offer continuing support via the nationwide OnSide Network, where they can learn and grow, share their stories and celebrate their success together.

These are brand new, purpose-built spaces fizzing with energy, and crammed with incredible facilities. They are staffed by skilled and dedicated youth workers who truly believe in young people - helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.



This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

It's inspiring. It's empowering. And it works.

We know it works because we've been doing it for over a decade and we're in this for the long term. Every new Youth Zone is built on the know-how of the last. Every success story writes the first chapter of the next. And we're just getting started.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit - from who they are now, everything they might become and achieve, and everyone they might touch and inspire. All they need is the chance to shine - an environment where they can be their best selves - and you just watch them go.

It's about opportunity.

THE ROLE

This newly created Data Insights Officer role within the Systems team will significantly enhance our capacity and expertise in data analysis and reporting, enabling us to maximise the value of the data captured within our customised Salesforce CRM across the Youth Zone Network. The postholder will be instrumental in embedding a data-driven culture, driving analyses and insights to feed into decision making throughout the Network.

The critical focus for the postholder will be supporting the Network's young people's engagement strategy. The Data Insights Officer will contribute to reporting design, ensuring data informs decision-making at all levels, and will provide ongoing support through tracking the impact of new young people engagement initiatives trialled, helping identify indicators for success.

The postholder will play a vital role, driving enhancements in data capture and strengthening the Network's ability to demonstrate the measurable impact of its youth work. This will involve collaborating closely with teams across OnSide and the Youth Zone Network to understand

their data requirements and provide tailored reporting and insights.

This role is perfect for someone who can translate complex data analysis into compelling narratives within a youth work context, drawing out insights to shape recommendations for the Network.

The ideal candidate will be adept at communicating insights clearly and accessibly to diverse audiences. A passion for the power of youth work and a commitment to supporting Youth Zones in increasing engagement with young people are essential. The successful candidate will bring expertise and creativity to drive improvements in data capture, analysis and insights, and will thrive in a flexible environment, including working collaboratively across different teams.

As a growing and ambitious charity, we offer a challenging and rewarding opportunity with significant responsibility, variety, and the chance to be part of a team dedicated to empowering young people to reach their full potential.

If you would like to learn more than please do contact Duncan Hall, Head of Systems & Impact, at duncan.hall@onsideyouthzones.org.

JOB DESCRIPTION

KEY RESPONSIBILITIES
Provide data analysis and reporting support for youth engagement initiatives trialled across Youth Zones, focused on increasing the Network's engagement with young people. Responsibilities include tracking outputs and outcomes, identifying insights and themes (including indicators of success), and producing regular reports.
Work closely with project teams and stakeholders across OnSide and the Youth Zone Network to understand their data requirements and provide tailored reporting and insights.
Develop compelling reports demonstrating distance travelled by the Network and increased reach with young people, for diverse audiences e.g. youth work teams, senior leaders and Boards across the Network.
Promote a data-driven culture; conducting analyses and generating insights to inform decision-making.
Provide training and support to staff on data collection, analysis, and reporting best practices.
Collaborate with the Systems team to ensure the Salesforce CRM is optimised for data collection, impact measurement, analysis, and reporting needs.
Maintain up-to-date knowledge of best practices in data collection and analysis, impact measurement, and reporting within the youth sector.

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, knowledge and aptitudes listed below throughout the recruitment process. However, if you don't meet every single requirement but feel you have strong and relevant transferrable skills or lived experience to draw from, we encourage you to apply anyway.

Why? Studies have shown that women and Black, Asian, Mixed Race & other ethnically diverse people are less likely to apply for jobs unless they meet every single criteria/competency. OnSide are dedicated

to driving change and to building diverse, inclusive, and authentic workplaces, so if you're excited about this role but your past experience doesn't align perfectly, **please tell us how your experience is transferrable**. You may be just the right candidate!

SELECTION CRITERIA
EXPERIENCE
Previous experience in data analysis or a similar role, including handling large datasets. Proven ability to use data to derive insights and inform decision-making.
Experience working with Salesforce
Experience working with young people or in a youth work setting.
SKILLS, KNOWLEDGE AND APTITUDES
Ability to interpret and present data in a clear, understandable manner, communicating effectively to both technical and non-technical audiences.
Ability to collaborate effectively with a variety of stakeholders. Proven ability to manage and prioritise workload. Demonstrated success in establishing a data-led culture across diverse teams.
Meticulous approach to data, ensuring accuracy and reliability. Ability to meet tight deadlines while maintaining data security and complying with data protection legislation.
Excellent organisational and administrative skills, with proven experience managing multiple tasks within agreed timescales.
Excellent interpersonal, facilitation, and communication skills, with the ability to work flexibly and collaboratively.
Willingness to learn and adapt to new relevant technologies and methodologies.
Ability to work on own initiative.
Proactive, positive and solutions focused.
Commitment to fairness, equality and respect.

GENERAL INFORMATION

This role will be contractually based at our Bolton or London office with hybrid working; in practice this will involve working two days a week in the office, combined with home working and some travel. It will also require occasional overnight stays. Home working risk assessments are carried out for all employees working from home.

In accordance with our Child Protection and Safeguarding procedures, this position requires a basic DBS check.

APPLICATION PROCESS

Anonymous Applications: We recognise our workforce is under-represented in certain areas and are committed to addressing this. Therefore, we actively encourage applicants to submit anonymous applications; this means removing names & email addresses from CVs and cover letters. The HR Lead will have this information from submissions, but this will not be available to the selection panel when they are considering applications.

To apply, please submit a CV and one page cover letter, explaining how you meet the person specification, to hr@onsideyouthzones.org or apply via the website at [Work with OnSide - OnSide Youth Zones](#).

In addition, please provide the following information:

- Confirmation you are eligible to work in the UK (documentary evidence will be required before a job offer is confirmed)
- Any reasonable adjustments we can make to assist you in your application or the selection process
- How you demonstrate your commitment to equity, diversity & inclusion



CLOSING DATE FOR APPLICATIONS: Friday 18th July at 9am

INTERVIEWS:

First stage interviews (virtual):

Thursday 31st July 2025

Second stage interviews (in-person):

Thursday 7th August 2025 at The Way Youth Zone in Wolverhampton

There will also be a short values-based phone interview around the second stage.

For information on how OnSide processes your data, go to
[OnSide Youth Zones Job Applicant Privacy Notice - OnSide Youth Zones](#)



OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.





PROVEN IMPACT



GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

