



## ROLE PROFILE

### IMPACT AND INSIGHTS OFFICER



# ROLE PROFILE

## POST:

Impact and Insights Officer

## SALARY:

£38,000 - 42,000 per annum (dependent upon experience)

## CONTRACT:

Fixed term contract - 2 years; full-time (37.5 hours/week)

## LOCATION:

Hybrid working: Home-working combined with a minimum of 8 days per month across two Youth Zones. This role will support Unitas Youth Zone in Barnet (London) and Carlisle Youth Zone (travel expenses will be covered as part of the package)

## REPORTING TO:

Head of Systems and Impact

## BENEFITS:

Agile working organisation with flexibility in working hours; 25 days annual leave (rising to a maximum of 30 days with length of service) plus bank holidays, birthday leave and annual leave purchase scheme (from day one of employment); company matched pension; company sick, maternity, paternity & adoption pay; voluntary benefits with discounts on health & wellbeing, retail & leisure.

## 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

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. And we offer continuing support to Youth Zones nationwide through the national OnSide Network.

Youth Zones 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.

## CONTEXT OF THE ROLE

OnSide is investing in taking its successful Youth



Zone model to young people across the country. We have a network of fourteen Youth Zones with substantial roll-out planned across the country.

OnSide's role is a) to create new Youth Zones, taking our tried and tested model to ever more young people across the country, and b) to support the existing network as the umbrella organisation within a federated structure. Each Youth Zone starts with a circa £10 million capital campaign run by OnSide, creating a new local independent charity which becomes part of the federated OnSide Network.

As Impact and Insights Officer you will be responsible for all aspects of impact reporting, working with a vast range of stakeholders across both Youth Zones.

## THE ROLE

This is a unique role to be an impact catalyst across the two Youth Zones, generating support and building towards a 'culture of impact' in both organisations such that outcome measurement and impact reporting becomes routine and 'every day'. It will lead on data analysis and reporting on the data we hold in our Salesforce CRM, improving both the quality and quantity of monitoring and evaluation processes, driving improvements in data capture

through training and upskilling the Youth Work team, strengthening the ability of both Youth Zones to demonstrate the measurable impact of youth work delivered. The role will also be responsible for measuring and demonstrating both charities' impact to stakeholders; authoring and providing the necessary data to the leadership and fundraising teams and Board (as required), annual publications such as Trustees Reports and annual Impact Reports. Innovation is a key aspect of this role, involving the introduction and embedding of new methodologies to enhance the qualitative data capture process.

This role will collaborate closely with a cross section of teams within the Youth Zones, working with the Youth Work delivery teams to feed data into decision making, and with the Communications and Fundraising teams to provide impact measurement and analysis content for use with stakeholders and in donor reporting. Furthermore, it will align impact and data work with national and local policy, and use national census, health, police and other statistical

data to position both Youth Zones for new income generation opportunities.

This role is ideal for someone who has the ability to bring technical analysis to life in a youth work setting and can communicate insights in an accessible style to different audiences. The Impact and Insights Officer should be passionate about embracing the power of youth work and be keen to support Youth Zones in evidencing the impact created with young people. It will require someone who can bring impact expertise and creativity to create buy-in and drive improvements in data capture; and someone who is keen to work flexibly and closely with teams of passionate youth workers and who is unafraid of the challenge presented by Youth Zones in two very different geographic locations.

As a growing and ambitious charity, we offer responsibility, variety and the chance to work with a team wholly invested in providing young people the opportunity to fulfil their potential.

## JOB DESCRIPTION

KEY RESPONSIBILITIES
Establish a data driven approach, feeding in insights to inform operational decisions and developing a culture where data is valued and used to inform strategy, fundraising and delivery
Drive the quality and quantity of data recorded on Salesforce. Supporting teams to gather and analyse their own data. Act as a champion for impact, encouraging and enthusing the team to recognise the value of data in measuring youth work outcomes
Develop new reporting tools and communication systems to establish a positive feedback loop between data collection and insight
Support youth work teams to weave outcome measurement and impact recording into daily delivery, achieving consistent quantity and quality of ME APP surveys completed by young people and capture individual young people's stories through different media (e.g. written, filmed, performed, etc). Establish focus groups with young people to drive qualitative data capture.
Interpret data to inform continuous challenge and improvement. Identifying trends/themes and sharing with relevant teams
Develop compelling outputs and content, including data visualisation and reports
Support the wider team with reporting to partners and donors/funders
Lead annual detailed data analysis, to produce Annual Impact Reports for both Youth Zones, plus lighter touch quarterly insight reports
Implement appropriate data analysis tools and methods, training staff where necessary.
Ensure each Youth Zones' data strategy aligns with and supports their strategic plan, and provides the information needed by communications and fundraising teams
Conduct desk research to support insight requirements, including keeping abreast of research and policy development that connects to current and future youth sector position and support both Youth Zones to align their impact strategies to maximum effect
Maintain best practice standards across both Youth Zones, specifically around in charity impact reporting, data collection, and the legislation concerning the storage and protection of personal data
Collaborate with Impact and Insight Officers across Youth Zones to share best practice and learnings across the Network
Deliver training to upskill and continually develop capability within youth workers for effective data capture, monitoring and evaluation survey design etc



## PERSON SPECIFICATION

Applicants will be expected to demonstrate these experience, skills, abilities and attributes.

SELECTION CRITERIA
EXPERIENCE
Previous experience in data analysis or a similar role, including handling large datasets, using data to derive insights and data-led decision making
Experience with data visualization tools (e.g. Tableau)
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 with a variety of stakeholders, effectively managing and prioritising own workload, and with a proven track record of establishing a culture of impact across diverse teams
Meticulous approach to data, ensuring accuracy and reliability while working to tight deadlines, ensuring security and compliance with data protection legislation
Excellent organisational and administrative skills, with proven experience in effectively managing multiple tasks within agreed timescales
Excellent interpersonal, facilitation & communication skills, with an ability to work flexibly & collaboratively
Willingness to learn and adapt to new technologies and methodologies
Ability to work under own initiative
Proactive, positive and solutions focussed
Commitment to fairness, equality and respect

## GENERAL INFORMATION

This role will be Hybrid working: Home-working combined with a minimum of 8 days per month across both locations: Unitas Youth Zone in Barnet (London) and Carlisle Youth Zone (travel expenses will be covered as part of the package). There may also be some travel to new Youth Zone projects across England, as required for the role. 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

To apply, please submit a CV and one page cover letter, explaining how you meet the person specification to [hr@onsideyouthzones.org](mailto: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 equality, diversity & inclusion.





**CLOSING DATE FOR APPLICATIONS:**  
9am, Monday 28<sup>th</sup> July 2025

**INTERVIEWS:**

In person at Unitas Youth Zone,  
Barnet, London:  
Tuesday 12<sup>th</sup> August 2025

There will also be a short, values-based phone interview as part of the 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.

*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.

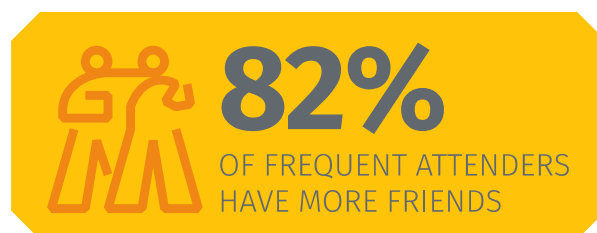




# PROVEN IMPACT



**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

