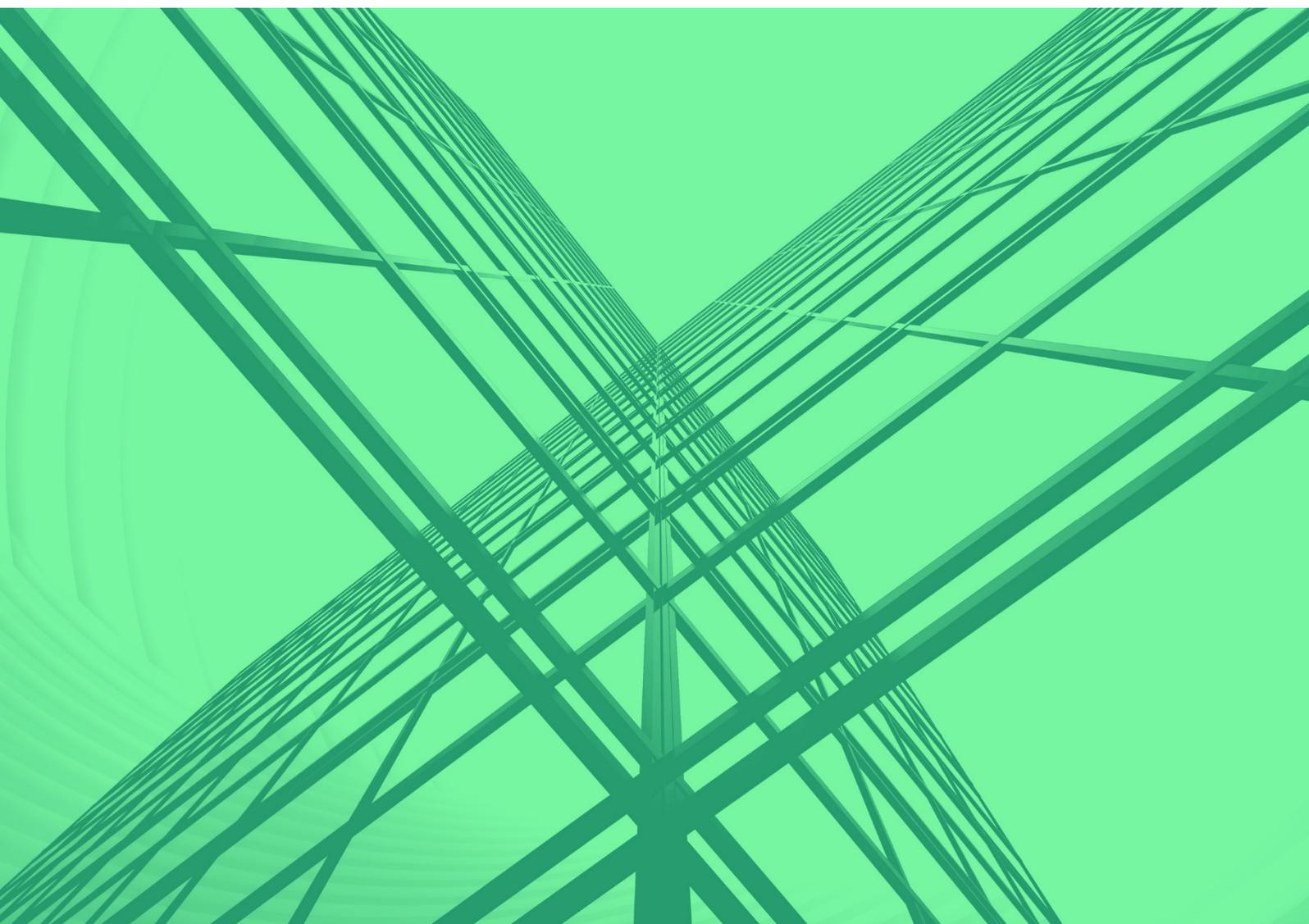


Data and Insights Lead

CANDIDATE PACK

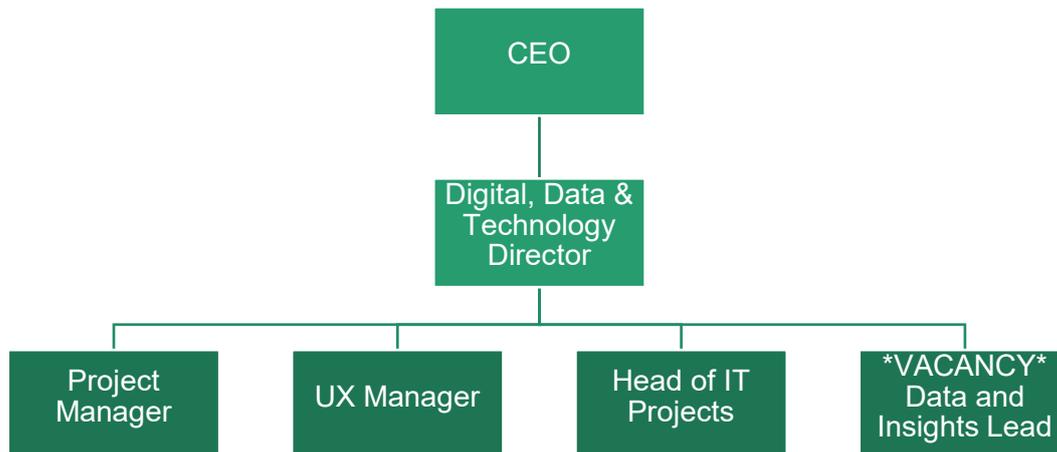
Full Time

35 hours per week



The Digital & Data Team

Our Digital & Data team are a team of 4 that report in to the Digital, Data and Technology Director.



You will be a key member of a creative and dynamic team, who lead the digital transformation programme at the Institution and proactively implement solutions that secure the longevity of our new Microsoft Dynamics CRM and the enhancement of our web services available to all members.

As the Data and Insights Lead you will shape, implement, and manage the organisational data strategy and will help us make better use of the Institution's data sources, to produce actionable reports that will inform strategic decisions across the organisation.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open-plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-8

Salary and package details page 9

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More about us :

Our organisation, governance and values page 11

Organisational Structure page 12

Job description and person specification

1. Job details

Job title:	Data & Insights Lead
Reports to:	Digital, Data & Technology Director
Responsible for:	No direct reports
Date:	January 2022
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

Shape, implement and manage the organisational data strategy.

Enable the Institution to make better use of all its data sources by producing actionable reports that will inform strategic decisions across the organisation.

Communicate stories and insights through dashboards to build a joined-up view of our audience journeys and members' lifecycle information and improve the knowledge of our customers.

Identify ways in which the use and value of our data can be enhanced while developing the 'data culture and literacy' within the senior management team and across the organisation.

Coordinate and inspire the Data Owners internal group, lead their development and training, build appropriate reports, ensure the data needed is available to each team.

Proactively support and implement solutions that will secure the longevity of our new Microsoft Dynamics CRM (BlueCRM), the digitisation and enhancement of services available to all members and the reduction of operational inefficiencies.

Monitor data governance and ensure data protection policies are adhered to and embedded throughout the Institution.

3. Role and responsibilities

Business transformation

- ▶ Be a key member of the Digital & Data team and consistently support the vision and ambition of the strategic programme of change.
- ▶ Support the Business Transformation programme by putting in place processes, policies and procedures that enable the collection and processing of data that is relevant, timely and provides actionable insights to support the Institution's organisational objectives.
- ▶ Take the lead on providing high level analysis with actionable recommendations to guide evidence-based decision making, inform future activity and optimise business opportunities.

Data strategy

- ▶ Own and implement the vision and principles of the IStructE's data strategy, scoping the requirements for data management from collection to disposal.
- ▶ Achieve better integrated data to support personalisation and segmentation.
- ▶ Improve data accuracy, access and sharing
- ▶ Influence decision makers to support the Institution to become a data and evidence-driven organisation and apply the principles of the Institution's data vision into its day-to-day activities.

Data governance

- ▶ Develop standards, protocols, and processes in data compliance with applicable legislation (GDPR and local equivalents), nurturing a culture of effective data management across the organisation.
- ▶ Identify opportunities in the CRM for creating automated workflows for data processes to save staff time and ensure consistency of rule application.
- ▶ Lead the Data Owners group to plan and prioritise future requirements of the database and/or reports.
- ▶ Maintain and govern the organisation-wide data architecture and its taxonomies.

Reporting

- ▶ Produce analysis and reports to inform strategic decisions or that correlate metrics across different functions, joining data from different systems or sources if necessary.
- ▶ Set up a portfolio of accessible and consistent dashboards, prioritisation based on operational needs to allow business units to effectively monitor and measure progress against KPIs.
- ▶ Centralise reporting and analysis to ensure consistency, quality and avoid duplication of efforts (or unskilled manipulation of data sources).
- ▶ Pro-actively produce, design and update reports in Microsoft Advanced Query and PowerBI (or other relevant data visualization tool).
- ▶ Prepare and deliver presentations to appropriate stakeholders and groups.

CRM Management

- ▶ Lead activities that ensure the quality and security of the data is maintained in the newly adopted Microsoft Dynamics CRM.
- ▶ Provide insights and expertise to inform and advice on database requirements and integration.
- ▶ Manage and develop the CRM system, ensuring new processes are accommodated in the best possible manner, increasing efficiency and automation.
- ▶ Provide relevant support on the system to teams.
- ▶ Ensure high quality of member, non-member and organisation information is held in the database in line with data management protocols at UK and international level.
- ▶ Be the team's contact for internal data protection queries, advising colleagues on best practice.
- ▶ Support the expansion of our information to track and plan progress on Equality, Diversity, and Inclusion.

4. General responsibilities

- ▶ Work collaboratively and proactively with the Digital, Data & Technology Director and the wider Digital & Data team
- ▶ Work collaboratively with the Data Owners group and key staff across the Institution
- ▶ Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
- ▶ Comply with all Institution Policy and Procedures
- ▶ Support the Institution in the delivery of its mission, vision, and values
- ▶ To maintain and update data management policies and embed data governance policies and processes across the Institution ensuring accountability and compliance
- ▶ Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

- ▶ All employees of the Institution
- ▶ All members of the Institution
- ▶ External parties- agencies, suppliers, consultants, external bodies.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
Broad and in-depth knowledge and understanding gained through a professional background in database management and/or data curation	E
Proven ability to query complex data, understand the returned information and be familiar with data extraction and manipulation methods	E
Proven knowledge and appreciation of data architecture, data segmentation and list management	E
Strong knowledge and practical use of data visualisation tools for reporting (PowerBI would be advantageous)	E
Knowledge of data protection and privacy legislation (on an international scale would be advantageous)	E
To have detailed knowledge and understanding of GDPR and how it applies to process's, policies and procedures	E
Educated to degree level or equivalent in relevant business field	D
Knowledge and practical use of a Microsoft Dynamics CRM platform would be advantageous	D
<u>Experience</u>	
Management of a CRM system/database to manage records, query data and ensure the quality and security of the data	E
Experience with combining, transforming, analysing, and presenting complex data sets into actionable insights for different audiences	E
Experience of working in a charity/not-for-profit or membership organisation	D
<u>Skills</u>	
Strong analytical and problem-solving skills	E
Excellent organisational skills, able to work independently with minimal supervision, managing multi-stream workload with the ability to work under pressure to meet tight deadlines	E
Excellent written and oral communication skills with the ability to present and explain detailed information clearly and succinctly	E
Excellent interpersonal skills with the ability to build rapport and influence colleagues and stakeholders, at all levels	E
Attention to detail, accuracy, and ability to check detailed information, able to critique own work and the work of others	E
Flexible and resourceful and able to manage and work in a small team and collaborative to work with other departments and other parties	E
<u>IT Skills</u>	
Advanced knowledge of relational databases	E

Criteria	Essential/Desirable
Microsoft Office 365 suite of applications and services to Intermediate/Advanced standard	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £38,000 to £45,000 per annum FTE subject to experience

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Assurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme (UNUM Lifeworks)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 5%, employee 3% minimum contributions)

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 5%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 8%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform (Lifeworks)
- Full access to additional health services (e.g. counselling, physio, virtual GP) via an app-based service (Help@hand)

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by BUPA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Paid parental leave at rates of pay higher than statute, subject to service requirements as per the current policies

How to apply; the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK.

The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post (Digital, Data and Technology Director), Project Manager and the Resourcing and HR Advisor. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution. The second stage of the selection process will be a interview with the Digital, Data and Technology Director, Head of IT Projects and Head of HR.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

Organisational Structure

