

# EIL UK Job Description



Experiment in  
International  
Living UK

|                                    |  |
|------------------------------------|--|
| Post:                              | Data Coordinator   |
| Salary:                            | £18,000 - £25,000 pro rata, depending on experience  |
| Working hours:                     | 0.6 Full Time Equivalent / 5 hrs per day with every other Friday non-working   |
| Flexible working:                  | Flexible options are available for this post. Some hours will be worked outside regular office hours. TOIL (time off in lieu) for weekend hours. Family friendly work practices e.g. reduced hours in school holidays                                  |
| Annual Leave:                      | 25 days p.a. pro rata + bank holidays. Additional leave for long service.  |
| Benefits:                          | Pension scheme, death in service cover, health plan with options to add family members. Reductions for family and friends on overseas travel.  |
| Status:                            | Permanent  |
| Place of work and other locations: | Hybrid working if living within 1 hour travel distance of the offices, or home-based with at least 6 visits per year (every other month) to the EIL UK Offices at 17 Graham Road, Malvern, WR14 2HR. Occasional travel to other locations as required. |
| Responsible to:                    | Volunteers Officer   |

## Overview of the role

The Data Coordinator role will keep accurate, up-to-date, legally compliant records of EIL's programme and meet the organisation's other data requirements. You will:

- Be the organisational lead on data, data analysis and market research
- Lead on EIL's participant, host, partner and stakeholder data and ensure EIL is compliant in the storage and use of data
- Collaborate with staff to meet their requests for data and information
- Lead on the management and development of operations and business systems and processes for data collection, storage, organisation and access
- Advise staff and volunteers on the retention, management and disposal of data
- Champion the proper use of data and market research
- Analyse data across the organisation and produce reports and recommendations to support improvements
- Answer queries on data and produce resources to support staff and volunteers
- Prepare, provide information for external and internal audits.

In the course of our work to provide intercultural learning opportunities, we handle a large amount of data, much of it personal and some of it sensitive. It is essential that EIL gathers stores, uses, updates and handles data responsibly and with care, from collection to disposal. As a charity, we have to be compliant at all times and we rely on records being accurate to support our work.

The Data Coordinator is responsible for ensuring EIL's databases and digital tools operate well and that the contents are managed and used in ways that are permitted and within the law. The post holder has special responsibilities for EIL's data tools – Access Database, Filemaker Pro Database and our bespoke Ambidect App which supports the HOST UK programme and for market research which will drive change and improvements to our programme delivery and help us create a better customer or 'user' experience.

## Main responsibilities

As EIL's Data Coordinator, you will need to:

- 1. Lead on EIL's data management and development**  
Draw up an annual Data Plan to support the organisation and activities and report against plans; keep up to date on developments in professional fields to ensure the charity adopts good practice in how it gathers, stores and uses data; liaise with the wider EIL team to ensure all programme project and activity data is in place, recorded and stored appropriately and accessible.
- 2. Lead on Data compliance**  
Ensure EIL's data and privacy policies and procedures are fit for purpose and are compliant; establish protocols, and design and provide resources to support the international data transfers; ensure all programme operations are fully compliant with data requirements and meet agreed standards (for example on processing personal information); develop data policies and procedures so that all relevant data is gathered, retained, stored, updated and handled appropriately to be compliant with GDPR, the charity's ICO (Information Commission's Office), IoF (Institute of Fundraising) registration and others.
- 3. Safety and security**  
Advise on data security and train staff on data safety; liaise with contractors and suppliers to ensure data is secure and backed up; report any data breaches to the Chief Executive.
- 4. Training and support**  
Introduce new staff to data systems/resources to ensure they follow policies and procedures; resource, train and support staff, volunteers and partners to successfully operate EIL's data compliance, policies & procedures, databases and resources.
- 5. Train and update staff and volunteers on Database development**  
Ensure the charity's data collection systems and processes are client-focused and the user-experience achieves an 80%+ feedback; implement agreed plans to develop and improve EIL's databases and other digital tools; manage data projects and services and collaborate with suppliers and contractors to update and develop EIL's databases and Apps to meet needs and implement improvements.
- 6. Data collection and entry**  
Champion a user-centric approach to the collection and updating of data; train staff and volunteers on data and ensure consistent approach towards data entry that adheres to policies and procedures and meets agreed standards; advise Programme staff on data management.
- 7. Hosting data**  
Ensure host family, participant and partner records are complete, accurate and kept up-to-date, including DBS and PVG records; manage and develop records of hosting and hosts, including the Register of Approved EIL Hosts, including the development of digital tools for users to update their records.
- 8. Monitoring, Evaluation and Learning**  
Collate all feedback and evaluation, compile and analyse the results and produce reports and recommendations for improvements; monitor progress against plans and strategies and report on progress against data KPIs (Key Performance Indicators).
- 9. Market Research**  
Monitor and report on website data and analytics; advise staff on market research and good practice in data collection and analysis; design and undertake market research, analyse data and present findings.

## 10. Data analysis

Identify opportunities for information to support the development and needs of volunteer engagement, programme development, marketing, communications and organisational development; develop and deliver projects that analyse data (e.g. website analytics) to identify improvements and opportunities; produce data in visual formats and infographics, e.g. charts for PowerPoint presentations.

## 11. Digital Assets and resources

Work with the Communications Team on the development of EIL's Images Library and Digital Assets; support the Communications Team so that all information published about the organisation has been approved as appropriate and any images published are compliant with EIL data policies and procedures, for example GDPR, privacy and permissions on the use of images

## 12. Promote EIL's Programmes and the wider EIL team

Support the Volunteers Team and Programmes Team to promote EIL's programmes to potential, existing and new partners and participants; represent EIL UK at student fairs, host recruitment events and other initiatives such as marketing campaigns to recruit participants and host families; participate in wider team initiatives including contributing to project working groups; undertake other administrative duties or tasks within the scope and role of this post.

## Key competences

The post holder needs to be a motivated, highly organised, self-reliant individual with experience in data management policies, procedures and operations who is committed to fulfil both individual and team objectives and achieve excellence.

### Technical knowledge and skills

- At least three years' experience of databases
- Knowledge and experience of Filemaker Pro, Access or similar databases
- Experience of digital assets e.g. images
- Familiarity with data compliance issues along with experience of operations and regulatory frameworks related to privacy and data
- Keep abreast of relevant legal issues/developments on data

### Management and Project management experience

- Good organisational and time management skills, with the ability to multi-task and plan and prioritise your workload and complete tasks with accuracy and attention to detail
- Experience of managing or coordinating projects and volunteers or staff
- The ability to cope with limited resources, seize opportunities and think creatively

### Organisational skills and experience

- The ability to deal with information in a confidential manner and respond with sensitivity
- Administrative and sound IT skills, proficient in Microsoft Office (Outlook, Word, Excel and PowerPoint) and databases
- The ability to maintain records and produce clear written and oral reports

### Personal skills and approach

- A flexible and non-judgemental approach to people and work
- Able to deal with the unexpected whilst remaining calm under pressure
- Respectful of other cultures and ability to get on with people from all walks of life
- Commitment to diversity and developing own and others' skills, experience of training desirable
- Awareness of equality and diversity, health and safety and safeguarding
- Able to present a clear, knowledgeable, consistent and competent approach

## Interpersonal skills

- A warm, friendly manner, someone who is approachable with the ability to build and sustain relationships with people at all levels
- Excellent organisational and communication skills (both verbal and written)
- High level interpersonal, negotiation and problem-solving skills
- Able to work on own initiative (efficiently manage own time and workload) and work well in a team
- Comfortable working with officials and a wider range of agencies
- Good numeracy skills and ability to analyse information and take a logical, evidence-based approach
- Professional manner, accurate and attentive to detail
- An understanding of the key principles of customer care
- Ability to deal with several tasks and competing priorities to meet deadlines
- Flexible and positive person with a helpful attitude who adapts to change

## Other requirements

- Contribute to EIL's annual business plan, strategies and plans
- Commitment to the aims and values of the charity
- Carry out other duties commensurate with this post as required
- Flexible working hours outside normal office hours such as early evenings and occasional weekends
- Travel to other sites for meetings or to lead visits or sessions
- Occasional overnight stays

EIL UK provides expenses for travel and subsistence. This role involves working with young people and adults at risk and you will be asked to complete an enhanced DBS check (PVG in Scotland) for which the charity will pay. The post-holder must be willing to undertake safeguarding training and responsibilities.

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You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment.

As this role requires occasional evening and weekend working, you must be willing to work out of office hours when required. Additional hours will incur TOIL (time off in lieu of time worked).

EIL UK is an equal opportunities employer that values diversity, and we are committed to providing equal employment opportunities for all employees and all applicants for employment.

### How to apply

**Applications will be accepted on EIL's [application form](#) (no CVs) including a personal statement outlining how you meet the needs of the role.**

**Email your application to [info@eiluk.org](mailto:info@eiluk.org) or post your completed application form to Sue Preece, EIL UK, 17 Graham Road, Malvern, Worcestershire WR14 2HR.**

Applications: [application form](#)

Interviews: **In the week ending 17 February 2023**

Agencies: No agencies thank you.

**Deadline: Applications must reach EIL UK by 12 noon Friday 10 February 2023**