

Job Description

Title:	Data & Web Analyst
Salary:	£19235 (full-time)
Term:	Fixed-term maternity cover
Reporting to:	Barefoot Project Manager/Digital Experience Manager
Location:	Exeter

1 Job Purpose

The post holder will be support various project teams at SWGfL, taking particular responsibility for data analysis and reporting, with elements of website management and development.

The primary project this role will support is Barefoot Computing, within the Education Team.

2 Background

As a not-for-profit charitable Trust, SWGfL primarily works on behalf of schools, aiming to provide the best possible range of quality services to help schools, and other establishments, to use technology to both impact positively on teaching and learning as well as their online safety.

Barefoot Computing Programme

The Barefoot Computing Programme is a BCS initiative, supporting primary teachers across the UK get to grips with computer science through free resources and workshops.

SWGfL are responsible for the facilitation of the free workshops, delivering up to 750 online workshops each academic year. The workshops are delivered by our network of over 75+ active volunteers, and introduce primary teachers to the free Barefoot resources, equipping them with the knowledge, skills and understanding they need to teach computer science. Our role is to coordinate these workshops; working within the bespoke Barefoot CRM to schedule and facilitate both Computational Thinking and Programming Workshops, provide all volunteer training and management, and support BCS with all data and reporting requirements.

3 Key Responsibilities

Barefoot Computing

The main areas of focus for this role within the Barefoot team will be data analysis, reporting and CRM management, however there will also be elements of project coordination and customer service.

d) Data and Reporting

- Managing the delivery of predefined reporting requirements – weekly, monthly and quarterly reports
- Responding to reactive requests for data and information from the contracting project teams
- Working with an external web agency to optimise our CRM systems and reporting functionality

b) Website & CRM Management

- Supporting the Assistant Project Manager in management of the Barefoot CMS – uploading new resources and making any required changes to web content
- Working on the specification, testing and rollout of any CRM or website development (the web development itself is carried out by an external agency)
- Working closely with the web development agency to ensure issues are resolved, and new developments are delivering to spec and on schedule

c) Project Coordination:

- Ensuring that accurate information, particularly in relation to stakeholder details, using spreadsheets and CRM is maintained
- Supporting the coordination team to complete all workshop facilitation activities:
 - Matching workshops to volunteers in a timely fashion
 - Communicating with volunteers and schools using the prescribed process

d) Customer Service:

- Dealing with telephone calls and e-mails to and from clients including volunteers, schools and other stakeholders.
- Being the point of call for any technical issues
- Liaising with teachers and volunteers throughout the workshop booking process to ensure effectively delivery and good customer experience

Web Development

Our in-house web development team is responsible for development and management of our estate of websites and web applications. Integrating into this team requires a deep understanding of general web development as well as specifically about our systems and infrastructure.

This role will provide an opportunity to train with the web team and support them in the development and maintenance of our estate. To expand on the data analyst skills, particular focus will be placed on developing data analytics control panel to enable the wider team to access and refine live data.

Technologies

Training and support will be provided to bring the candidate up to speed with the following technologies:

- HTML
- CSS
- Javascript
- PHP
- MySQL/MariaDB
- Git
- Grunt
- Rollup
- Babel
- SASS
- jQuery
- Apache
- Nginx
- SSH
- Linux
- Plesk

Tasks

- Content Management
- Maintenance of existing systems
- Rollout of framework components

- System monitoring
- Content Management System development
- Data Analytics control panel development

This job specification only contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out.

4 Company Benefits

- Substantial Leave Allowance progressing to 25 days in second year of service and 30 in third year of service, plus bank holidays
- Pension with generous contributions from SWGfL
- Medical Healthcare benefits including dental, optical, chiropody and therapy treatments including physiotherapy, plus many more Health and Wellbeing services.
- Online Employee discount platform; saving you money on everything from groceries to holidays, fashion and electronics.
- Cycle to Work Scheme
- Benefits for you and your family including an annual flu jab, voluntarily available for all staff.
- Bi-annual Company Team Days

5 Person Specification

Attributes	Experience / skill	Essential / Desirable	Means of Evaluation
Education & Training Experience	GCSE Maths and English or equivalent Educated to A Level or Equivalent	Essential Desirable	Appl/Interview Appl/Interview

Knowledge & Skills	Experience of working with data and reporting, using Excel for data manipulation (working knowledge of vlookups and pivot tables would be of benefit)	Essential	Appl/Interview
	Experience of working with a CRM system	Desirable	Appl/Interview
	Experienced in the use of computerised systems including word processing, spreadsheets, Outlook, PowerPoint etc	Essential	Appl/Interview
	Demonstrable skills in computer programming	Essential	Task
Communication & Interpersonal	Ability to communicate and work effectively both face to face and on the telephone.	Essential	Appl/Interview
	Ability to develop effective and supportive relationships with colleagues at all levels throughout the organisation.	Essential	Appl/Interview
Personal Qualities	Ability to work accurately under pressure (to meet deadlines etc), demonstrating a logical and methodical approach to dealing with workloads.	Essential	Appl/Interview