**Data and Impact Volunteer**

The data and impact volunteer will be responsible for assisting our Communications and Impact Manager, Chris Keppie and our Wales Manager, Rhys Evans, with duties relating to our case recording system, Charitylog.

The role’s purpose will be to assist with producing accurate and insightful reports from the data stored on the system. These reports are crucial to the organisation’s success as they inform funders that we are meeting expectations, and support future funding bids with quantifiable data. Analysis of the problems experienced by Settled’s beneficiaries also helps us contribute to national research, campaigns, or legal action on particular areas of concern; and to increase Settled’s profile whilst potentially contributing to systemic improvements.

The accuracy and therefore usefulness of these reports depends entirely on the data inputted into the system – it needs to be both accurate and complete.

Therefore, part of the role will be monitor this and bring to the attention of designated staff members any trends or patterns that suggest key data is being missed or inputted incorrectly, either by individuals, or more generally.

You will also be part of our efforts to close cases, which will include proactively obtaining outcomes from cases that have been inactive for a period to boost the impact of our data.

The data and impact volunteer will report directly to Chris but work closely with other members of staff.

**Summary of duties:**

* Produce reports on client data using Charityog’s inbuilt report designing tool in line with the organisation’s requirements.
* Identify trends in this data that may inform the charity’s work or highlight an emerging issue.
* Monitor records on Charitylog and highlight any inconsistencies or incorrectly filled out records. Identify trend in reports that suggest records are not being completed correctly.
* Boost client outcomes by re-contacting clients who are no longer active cases and searching for outcomes achieved, as well as any incomplete demographic or matter data. Then log these outcomes on Charitylog, and close cases.

**Role requirements:**

* Confidence using simple database reporting systems, and Excel. Experience preferred, but not essential.
* Proactive, analytical mind to spot issues or trends; and confidence proactively to raise them.
* Confidence making outgoing phone calls and emails to previous/inactive service users.
* Access to a computer and internet
* Willingness to undertake a DBS check.

Monthly time commitment can be flexible and is open to discussion. Volunteering commitment for a minimum of 6 months is preferred.