



JOB DESCRIPTION

JOB ROLE	Support Service Development Officer
JOB FUNCTION	<p>The Support Service Development Officer will collate and analyse NAPAC’s data to improve understanding and evidence of what works, inform decision making, and provide insights to support the development of NAPAC’s services.</p> <p>This role will use NAPAC’s anonymous data to monitor and report on how the charity’s support services are being used, from the number of calls received each day to the topics and issues being raised.</p> <p>This role will also provide direct and follow-up support including sending out hard copies of NAPAC’s booklets, liaising with other organisations (including for incoming and outgoing signposting), and collating the themes callers and emailers raise. This in turn will aid in the continuous development and enhancement of NAPAC's support services operation.</p> <p>Integrity and a respect for the anonymity of the service is vital in this role, together with an ability to work with multiple datasets from different sources and provide cohesive reports.</p> <p>Working with colleagues across the organisation, the Support Service Development Officer will be confident with data and compassionate with people, championing information as a tool to engage a wide variety of audiences.</p> <p>Overall, the Support Service Development Officer will have a commitment to delivery of excellence in everything NAPAC does for survivors and those who support them.</p>
REPORTS TO	Head of Research and Analysis
REPORTING LINES	None
KEY WORKING RELATIONSHIPS	CEO, Chief Operating Officer, Head of Learning, Fundraising Manager, Communications Officer, Survivor Support Manager
LOCATION	NAPAC’s London – open to flexible working
HOURS OF WORK	0.6 FTE (21 hours per week, including Wednesday afternoons)

MAIN AREAS OF RESPONSIBILITIES

Monitoring and reporting data

- Produce data returns showing the daily, weekly, and monthly call and email figures
- Support colleagues by producing quarterly and annual reports on NAPAC's services for internal and external audiences
- Support colleagues who report on NAPAC's work for funders and other external stakeholders with tailored information
- Proactive reporting on emerging trends and themes, or unique insights at specific points in time, of interest to survivors and NAPAC's wider audiences
- Ability to respond quickly to urgent requests, and suggest appropriate alternatives where requirements are beyond the scope or scale of what is feasible

Data management and processing

- Collating anonymous data from call and email handling systems
- Collating anonymous data on the themes reported to our services
- Liaising with the call and email handling systems to obtain relevant and timely anonymised reports to ensure our data is accurate
- Processing complex data sets in Excel, using formulas and macros where appropriate
- Identifying and reporting any data issues in the call and email handling systems
- Liaising with colleagues to provide tailored reports as required

Best practice

- Confident working with and maintaining robust, anonymous systems
- Help maintain a best-practice approach to information, always considerate of survivors
- Help ensure our information, including the management and storage of data, meets legal requirements (including GDR) and our own best practice
- Be confident championing NAPAC's vision and values

PERSON SPECIFICATION

We are looking for someone interested in data, committed to accuracy and making insights accessible. Diligence and integrity are essential as NAPAC's work is unique and nuanced, and data plays an increasingly central role in supporting how we manage our work day to day, and decisions about development. Raising awareness of the issues survivors tell us matter to them is increasingly vital for our fundraising, training, and advocacy, and needs accurate and timely information.

The role will suit someone with purposeful curiosity, backed up by strong numeracy and literacy skills, and a commitment to continuous learning. They will be comfortable with a variety of software, especially Excel, ideally able to write and edit formulas and macros to process complex data sets.

As well as an interest in NAPAC, the ideal person will also be interested in trauma-informed practices and the role data can play in shaping national discourse across criminal justice and public health. Proactive with strong interpersonal and technical skills, they will always be learning. They will be excited about playing a pivotal role in a small, dynamic organisation with a growing national profile.

Compassion is vital, as is being willing to ask for help. A commitment to transparent and ethical practice, including being able to identify and raise issues when working with internal and external senior stakeholders, is essential. In return, you will be supported and given opportunities to develop and help us improve understanding of what survivors need and so more can access appropriate support.