



Support Service Development Officer

NAPAC is on the lookout for an intuitive, driven individual with a background in data analysis to join us as our new **Support Service Development Officer**.

The Support Service Development Officer will collate and analyse NAPAC's data to improve understanding, assess the impact of our work, inform decision making, and provide insights to support the development of our support service.

Integrity and a respect for the anonymity of the service is vital in this role, as is the ability to work with datasets from different sources, provide cohesive reports, and work proactively with multiple stakeholders.

What's in it for you?

Salary: £29,500 already prorated

Hours: 21 per week (0.6 FTE) to be worked flexibly across the week, though one in-office day, usually our team day on Wednesdays, is required.

The chance to work closely with government departments and frontline services to have a positive impact on behalf of survivors of childhood abuse

Based in a buzzing third-sector office at the heart of London Bridge

Access to a competitive pension plan

Unique, free training opportunities in trauma-informed practice

Key Dates

This is a funded fixed term contract from 1 September 2022 to 31 March 2023 (the specific start date can be agreed by both parties).

Closing Date for Applications: Wednesday 4 August 2022

Initial Interviews: Wednesday 11 August 2022

Who are we looking for?

We need someone who is curious, willing to learn and ready to interrogate complex, sensitive data. Strong numeracy and literacy skills are essential, as is an in-depth knowledge of Microsoft Excel, as the individual will be required to write and edit formulas to process complex data sets.

Although this is a data-centric role, the right candidate will demonstrate an understanding of trauma-informed practice and the current national climate around criminal justice and public health.

Our ideal person will be committed to transparent communication and excited about playing a pivotal role in a small, dynamic organisation that punches above its weight.

Main 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

About NAPAC

NAPAC provides the only free national support service for adult survivors of all types of childhood abuse. We offer specialist, confidential support to all adult survivors of any type of abuse, operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides a lot of free information for survivors and those supporting them.

We have four main services:

- We run the UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse
- Intensive psycho-educational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery
- We provide extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma
- We conduct research and advocacy, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK