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**Job Description:**

**Data Collection and Research Coordinator**

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| **Reports to** | Director of Development |
| **Salary scale** | S6 SCP 26 -28 |
| **Salary** | £28,906 - £30,840 (FTE)  £23,437 - £25,005(pro rata) |
| **Hours** | 30 hours per week  |
| **Contract** | Permanent |

**Job Purpose**

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| * To lead on the planning and implementation of quantitative and qualitative data collection, analysis and reporting at Derby Museums to:
* Support organisational learning and business planning.
* Evidence the impact of our work to help make the case to funders and other key stakeholders for future investment.
* To lead on the effective administration and implementation of Derby Museum’s CRM system.
* Lead on supporting the finance and performance monitoring on specific grant funded projects within Derby Museums.
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**Specific Responsibilities**

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| 1. Lead on the collection of qualitative and quantitative data for analysis and reporting at Derby Museums including:
2. Development and implementation of new and existing data collection processes to support reporting through Illuminate, ACE annual survey, Impacts and Insights and other systems to optimise data collection efficiency and quality.
3. Acquiring data from primary or secondary data sources and maintaining data governance processes.
4. Interpreting data and analysing results for reporting purposes.
5. Identifying, analysing, and interpreting trends or patterns relating to key performance indicators to support business decision making
6. Identifying anomalies in various data sources and cleaning data.
7. Lead on the effective administration and management of Derby Museum’s CRM system Subscriber including following data retention good practice, supporting deletion of sensitive data.
8. Continue to streamline our data collection, reporting and evaluation processes, including a review of our processes and implementing new CRM and dashboard solutions.
9. Liaising with subscriber and DCC as required to ensure the system is working correctly, and support and train other members of the team to use the software.
10. Provide advice, guidance and support to other members of staff on data collection and analysis and setting up and implementing of new procedures and systems.
11. Collect and record finance, performance and monitoring information for specific grant funded projects, producing monthly, quarterly, and annual reports as required to funders and stakeholders.
12. Support mapping and building of audiences on Subscriber and Mailchimp as required by the wider team.
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**General Responsibilities**

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| 1. At all times commit to, and evidence, Derby Museums' values -integrity, ownership, discovery, inspiration, innovation and working together, while ensuring that customer care and visitor experience is of the highest quality.
2. Interact and cooperate with all Trust employees and contribute to Derby Museums’ Managing Individual Performance scheme.
3. Represent Derby Museums locally and regionally with all relevant bodies and partners.
4. Ensure that the principles of inclusivity and equality are evident in your behaviour and work with your colleagues, our users and communities
5. Make best use of technology in the development and delivery of all organisational functions.
6. Prioritise communication and promotion of Derby Museums, its values and its services, utilising all relevant channels including social media.
7. Actively participate in the wider life of Derby Museums contributing to inter-disciplinary teamwork and projects, updating systems and processes and undertaking other duties as requested.
8. Work evenings and weekends when required.
9. Ensure compliance with all Trust policies including Customer Care, the Health and Safety at Work Act 1974, the Trust’s health, safety and security arrangements plus Financial and Procurement Standing Orders.
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**FOR COMPLETION BY SUCCESSFUL CANDIDATE**

I acknowledge that I have received a copy of this job description and accept that the responsibilities of the post are as indicated.

 Signature........................................................... Date..................................

Date updated April 2025

**Person Specification:**

**Data Collection and Research Coordinator**

Short-listing and selection will be based on the criteria set out here. Do make sure that your application fully demonstrates how you satisfy the points listed, drawing on your personal and work experience, education and training.

| **Qualities** | **Essential (E)****Desirable (D)** | **Identified by:**Application (A), Interview (I), Test (T) |
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| **1. Generic skills and experience** |
| Excellent written and verbal communication skills | E | AI |
| Excellent numerical and ICT skills | E | AIT |
| Experience of and commitment to sharing good practice internally and externally.  | E | A |
| Highly organised and able to prioritise work to tight deadlines | E | AI |
| Display high levels of enthusiasm, hardworking, flexibility and commitment. | E | AI |
| Focus on the needs and both internal and external customers | E | AI |
| Engage and communicate effectively at all levels | E | AI |
| Effectively plan for and deliver high performance with integrity  | E | AI |
| Commercial acumen and business awareness | E | A |
| **2. Job specific skills and experience** |
| Experience of implementation and management of data collection systems for both qualitative and quantitative data. | E | AI |
| Experience of qualitative and quantitative data analysis and report writing for internal and external stakeholders. | E | AI |
| Experience of record keeping and collecting financial information | E | A I |
| Experience of the management and administration of a CRM system. | D | A I |
| Experience of using tools like Tableau or Power BI | D | A I |
| Self-motivated and able to work on own initiative and with minimum supervision | E | A I |
| Experience of training staff members on the effective use of systems and processes for data collection and management. | D | A I |
| Experience of developing and managing electronic and manual administrative and finance systems and identifying opportunities for efficiency. | E | AI |
| Experience of working in a similar role either in a heritage organisation, visitor attraction or other type of organisation. | D | AI |
| Highly skilled user of IT including Microsoft Office, particularly, Word, Excel and Powerpoint. | E | AI |
| **3. Qualifications** |
| Advanced education, or equivalent, or evidence of continued professional work-based learning.  | E | A |
| Commitment to continuous personal development | E | AI |
| **4. Equalities** |
| Promote understanding of the benefits of diversity and demonstrate how you promote equality of opportunity. | E | A I |

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| **How is your information used?****Derby Museum Employees: -**We may use your information to: fulfil our obligations under your contract of employment with us and any associated Derby City Council employment policies. This includes sharing your information with Government bodies as required by law, such as providing tax information to H M Revenue and Customs and salary information to the Court Service. This is to help us pay you correctly including sharing information about your pay and employment with other relevant bodies such as pension administrators, union bodies and employee benefits providers. This would include sharing relevant information with external training providers in support of your apprenticeship and personal development.Any information we provide for equality statistics will be anonymised. **Candidates: -**Personal data such as full name, date of birth, address and National Insurance number is collected to allow us to feed your information into our HR/Payroll system should your application be successful. Other information such as employment history, duties and qualifications is collected to assess your suitability for the role, and to undertake pre-employment checks should your application be successful. Equalities data is also collected to allow for the completion of anonymised statutory returns and to inform any future recruitment campaigns. **Who has access to your information?**We may share your information with:* Council Departments, Managers, and Internal Audit, to ensure we meet our statutory and contractual duties. This would exclude equalities data which is only accessible by HR colleagues.
* External organisation’s such as; H M Revenue & Customs, Disclosure and Barring Service, H M Court Service, Police Authority, Department for Education, Department of Work and Pensions, Pensions Administrators (Derbyshire Pension Fund for Local Government Pension Scheme, and Royal London), voluntary payroll deductions, external auditors, Payroll/HR software providers, external organisation linked to TUPE legislation. This is for the purposes allowed by law as well as provision of information to pension administrators and other third parties payroll deduction where you are a member. These third parties include Government Departments, other Local Authorities and private sector companies, as allowed by law. This would include sharing relevant information with external training providers supporting your personal development or apprenticeship.

For further information about how your personal information will be used, please visit [www.derby.gov.uk](http://www.derby.gov.uk) where you can see a full copy of our Privacy Notice. Alternatively you can request a hard copy from Human Resources, Derby City Council, Corporation Street, Derby, DE1 2FS or StrategicHR@derby.gov.uk  |