|  |
| --- |
| **EXETER CITY COUNCIL** |

**Job Description**

**DESIGNATION :** Data Officer

**GRADE :** Grade 7

**POST NO :**

**DIRECTORATE :** Economy & Culture (Museums)

**UNIT :**

**RESPONSIBLE TO :** Audience Development Lead

**SUPERVISORY**

**RESPONSIBILITY FOR :** Project staff; Trainees; Volunteers; Contractors; Freelancers

**LIAISON WITH :** Partner Organisations; Museum Staff; Volunteers; Freelancers; Contractors; Suppliers; Supporter Organisations

**PURPOSE OF JOB**

To support RAMM’s use of data to enhance the effectiveness of our work the development of audiences’ income, activities and services.

To contribute to a culture of continuous improvementthrough:

1. Providing enhanced audience insight relating to existing and potential users of our services
2. Capturing the impact of museum activities
3. Understanding and communicating user research generated by RAMM or others
4. Collaborating on data based activities; projects; partnerships and initiatives.

**MAIN ACTIVITIES**

1. Through data collection, management and interpretation provide RAMM with customer insights as the foundation for evidence based decision making. This will include scoping, developing and planning the data dimensions of projects across the breadth of RAMM’s services; monitoring, reporting and evaluating to provide data for use internally (i.e. management and planning) and externally (i.e. benchmarking; advocacy, stakeholder reporting).
2. Provide advice, guidance and support to museum colleagues on audience segmentation and customer relationship methodologies, managing where required these systems or activities associated with them.
3. Plan and deliver data strategies (over immediate and longer term periods) that support RAMM’s priorities as defined by the Museum Management Team. Develop creative and innovative approaches, identifying the most appropriate and effective tools, methods and solutions for the circumstances or undertaking user research.
4. Project manage discrete programmes of work or projects so that they are delivered to high quality, on time and on budget. Where resources permit, commission and manage external contractors on the same basis.
5. Participate in and support relevant partnerships, collaborating with others to develop and share best practice, audience intelligence or maximise use of resources. Liaise on data issues with supporter groups, Friends of Exeter Museum & Art Gallery and Museums Development Appeal Trust. Represent and promote RAMM in a variety of public for a including situations requiring public speaking.
6. Deploy and manage resources effectively creating ‘additionality’ and where possible seek out further funding, collaboration opportunities etc. Support colleagues’ similar endeavours with data evidence for example in grant application submissions.
7. Champion and communicate the value and use of data within the organisation. Interpret data findings in plain English to meet the needs and understanding of a variety of internal and external audiences and purposes.
8. Develop museum staff’s data competencies through good communications (verbal and written), joint working on shared projects and delivering in house training. Where appropriate this will also extend to volunteers.
9. Develop and maintain specialist knowledge of data related topics such as emerging practice and technology.
10. Any other duties commensurate with grading of post.

**DATE LAST UPDATED:** January 2018

**EXETER CITY COUNCIL**

**PERSON SPECIFICATION**

**ECONOMY & CULTURE DIRECTORATE**

**MUSEUMS UNIT**

**DATA OFFICER - [\*POST NO]**

|  |  |  |
| --- | --- | --- |
| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS**  Educated to degree level or equivalent related experience  Further specialist qualification in the field of data or statistics | **✓** | **✓** |
| **EXPERIENCE/KNOWLEDGE/SKILLS**  Proven experience of conducting user research (physical and/or online)  Specialist knowledge of data collection; management; analysis and interpretation  Experience of audience segmentation and audience development plans  Designing, facilitating and analysing both qualitative and quantitative user research and producing hypotheses based on evidence  Formulating and implementing longer term data strategies  Delivering data projects  Commissioning and managing external contractors and suppliers  Interpreting and clearly communicating data and its findings to different audiences  Working in partnership with other organisations or teams  Developing and running training activity  Knowledge of data’s application to organisational development  Sound knowledge of Data Protection Act and impact on data collection, management and safeguarding  Knowledge of tools, technologies and methods of data capture and management  Able to develop innovative data approaches to new challenges  Proven ability to create, plan and implement new programmes of work  Able to work collaboratively as part of other teams  Evidence of strong written, oral (one to one and group situation) interpersonal skills  Proven ability to meet deadlines through good time management/prioritisation skills and self-motivation  Able to demonstrate strong web and digital literacy skills | **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓** | **✓**  **✓**  **✓**  **✓**  **✓** |
| **SPECIAL REQUIREMENTS/ATTITUDE**  Demonstrates an understanding and commitment to RAMM’s core values  Existing interest in the work of museums, galleries or the wider cultural sector  Willing to work as part of a multidisciplinary team but also independently using own initiative  Has a positive and resilient attitude to change and agile working  Is committed to continuous improvement of self, organisation and services we provide. | **✓**  **✓**  **✓** | **✓**  **✓** |
| **OTHER**  Occasional weekend or evening work may be required to cover particular events. | **✓** |  |

**COMPLETED BY: Camilla Hampshire, Museums Manager & Cultural Lead**

**DATE: January 2018**