

## DATA & LEARNING MANAGER

### POSITION SUMMARY

The Data & Learning Manager reports to the Chief of Staff and works across all ONE Neighborhood Builders departments.

This role will be central to ONE Neighborhood Builder's commitment to:

- Measure both its direct program effectiveness and the collective impact of the work it convenes across many stakeholders.
- Learn from its work.
- Effectively use external and internal data to inform the organization's strategy and operations.

The ideal candidate will approach the work from a holistic viewpoint of how the agency's diverse lines of business contribute to strategy and impact independently and interdependently. The candidate will be required to recognize synergies between lines of business to accurately measure and communicate the agency's outcomes. This work is important as ONE|NB strives to build knowledge, evidence, and influence the field. The role presents an exciting opportunity to help ONE|NB understand, communicate, and grow its impact.

The Data & Learning Manager will be required to work especially closely with colleagues on resource development, grants management, and communications.

### ABOUT ONE|NB

Our Mission is to Develop Affordable Housing and Engage Neighbors across Greater Providence to Cultivate Healthy, Vibrant, and Safe Communities. At full complement, ONE|NB has 25 full-time equivalent team members. ONE|NB is a NeighborWorks America charter member and is governed by an active Board of Directors consisting of 11 members. The organization's annual operating budget is \$4.8 million, of which \$3.9 million is raised annually from government agencies, private foundations, corporations, and individual donors.

### STRATEGIC DIRECTION

Over the next three years, we will accomplish our mission through:

- ***Robust Housing Development and Quality Real Estate Management***  
ONE|NB will expand the availability of affordable, high-quality homes through the production, preservation, and acquisition of residential and mixed-used properties within our historic home of Olneyville and across Greater Providence.
- ***Addressing Root Causes of Health Disparities***  
ONE|NB will engage residents and community-based organizations in our nine Central Providence neighborhoods to generate the social and economic conditions that prolong life expectancy and work to eradicate systemic barriers that lead to health disparities.
- ***Embracing Innovation and Building the Community Development Field***  
ONE|NB will emerge as a thought leader in the field by distilling the lessons learned from developing and managing housing and convening residents and community organizations. We will participate in local and regional community development conversations, produce research and case studies, and amplify the impact of our community partners.

### KEY RESPONSIBILITIES

1. **Support a data-informed, outcomes-driven, and learning culture**
  - Engage with staff members throughout the organization to understand their evaluation and data needs.
  - Work with staff on continuous quality improvements.

## **2. Oversee collection of data and perform critical analysis**

- Track existing data sources and design and oversee the administration of data collection instruments, such as surveys and questionnaires, focus groups, and interviews to maintain knowledge about communities in which ONE|NB works; create or amend existing tools to better align with desired program outcomes.
- Work with colleagues to design evaluation methods for key programs. Create systems to track deliverables across the organization's lines of business; identify system deficiencies and recommend solutions to improve efficiency and quality.
- Critically analyze results of evaluation and learning activities, and draw general conclusions to help inform programmatic direction and re-direction.

## **3. Use data to support organizational learning and strategic communications**

- Create monthly, quarterly, and annual reports as necessary, summarizing the totality of the organization's metrics; work with the Chief of Staff to produce high quality impact reports for internal and external stakeholders.
- Use design tools (i.e. Tableau) to represent information in ways that are actionable and compelling.
- Serve as thought-partner and editor to other staff when preparing evaluation reports.

## **4. Oversee data systems**

- Support system enhancement (and migration to new platforms when necessary) for Salesforce, UniteUS, RealPage, and other data management systems as necessary.
- Stay abreast of new data systems and tools, and suggest improvements as appropriate.
- Support all staff as they work to input and utilize outcome data in SalesForce; ensure complete and accurate data entry via regular staff training and maintenance procedures.

## **5. Special Projects**

- Work alongside the Chief of Staff to support other new or existing programs, communications, and opportunities as appropriate.

## **QUALIFICATIONS**

The successful candidate will be self-directed, highly organized, interested in and adept at outcomes measurement and evaluation, enthusiastic about the community development field, and committed to the vision and values of ONE|NB. In addition, the following standards will generally define the successful incumbent:

- Minimum of 7 years of related professional experience, including data analysis, survey design and management, program evaluation, data visualization, data maintenance and analysis, dashboards and scorecards, and tracking/reporting systems;
- Familiarity with systems used by ONE|NB including Microsoft Office, Tableau, Google Data Suite, and Salesforce;
- Enjoys fast-paced work environment and collaborating with a broad diversity of staff and partners;
- Curious and highly motivated to learn and improve;
- Skilled at time management and independently juggling multiple projects at the same time;
- Highly adaptable and comfortable with ambiguity in the workplace;
- Good sense of self and strong personal presence;
- Willingness to work hard and take direction—but also creatively solve problems for which the answers aren't always obvious; and
- Knowledge of ONE|NB and key stakeholders desirable, but not essential.

## **COMPENSATION AND INSTRUCTIONS**

ONE|NB offers a robust benefits package (including health, dental, and vision insurance), a retirement plan with matching contribution, a generous allotment of paid holiday and personal/vacation time, and an inspiring & innovative organizational culture. The salary range for this position is \$55,000 to \$70,000 and will be commensurate with experience. The candidate must be fully vaccinated and will be expected to generally work in the office, located at 66 Chaffee Street, Providence, RI, however, work for home flexibility is available.

ONE|NB works to dismantle all forms of discrimination. We fight the systems that oppress people from a vast range of identities and experiences. Cultivating a team that embodies the diverse experiences of Central Providence communities is essential to these aspirations. We strongly and sincerely encourage applications from people of color; immigrant, bilingual, and bicultural individuals; people with disabilities; members of LGBTQQ+ and gender non-conforming communities; and people with other diverse backgrounds and lived experiences.

**APPLICATION INSTRUCTIONS** Submit thoughtful cover letter and resume to Grace Evans – [evans@onenb.org](mailto:evans@onenb.org) by July 21, 2022.