

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 Builders' 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. Facilitate and manage ONE|NB's learning activities.
 - Serve as thought partner in developing an organizational learning framework centered on utilizing quantitative and qualitative data to inform programmatic, operational, and strategic decisions.
 - Identify opportunities for using data (real-time, primary research, and secondary research) to inform programmatic and process-related decision-making.
 - Critically analyze results of program evaluation activities, draw conclusions to help inform improvements.
 - Work with the Chief of Staff to develop key performance and impact metrics; manage process for reviewing metrics, identifying trends or notable changes for further analysis.
 - Work with the Chief of Staff to identify opportunities to execute continuous quality improvement initiatives; co-design and execute initiatives.
2. Oversee collection of data and perform critical evaluation and analysis.
 - Design and oversee the administration of data collection instruments, such as surveys, focus groups, and interviews to maintain knowledge about communities in which ONE|NB works.
 - Work with colleagues to design evaluation methods for key programs and serve as thought partner and editor when colleagues are preparing evaluation reports.
3. Utilize data to inform reports and strategic communications.
 - Produce high quality reports on programmatic and organization-wide initiatives utilizing primary and secondary data for various stakeholder groups.
 - Support the Chief of Staff, Communications Manager, Associate Director of Resource Development, and other staff by supplying them with data used to engage ONE|NB residents, partners, funders, and other stakeholders.
4. Manage ONE|NB's data systems.
 - Support and liaise with staff as they work to utilize existing data systems; ensure complete and accurate data entry via regular staff training and maintenance procedures.
 - Support system enhancement for Salesforce, UniteUs, RealPage, and other data management systems, as necessary.
 - Stay abreast of new data systems and tools, suggesting improvements, as appropriate.

QUALIFICATIONS

The successful candidate will be self-directed, highly organized, interested in and adept at using data to inform strategy, 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 5 years of professional experience in related fields, such as data analysis, survey design and management, program evaluation, data visualization, data maintenance and analysis, dashboards and scorecards, and/or tracking/reporting systems;

- Experience with Microsoft Office Suite, including Excel, required. Familiarity with other systems used by ONE|NB including Tableau, Google Data Suite, and Salesforce is a plus;
- 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 by August 19, 2022.