



Network Data Officer: Job Description

Grade	C
Type of contract	Permanent
Directorate	Networks and Communities
Team	Network Data Team
Reports to	Network Data Senior Officer
Responsible for	Volunteers (on an ad-hoc basis)
Location	Flexible – homeworking and/or London offices
Hours	35hrs per week

About the role

Mind's mission is to provide advice and support to empower anyone experiencing a mental health problem. We won't give up until everyone experiencing a mental health problem gets both support and respect.

Mind has a federated charity model in which ~114 independent local Mind charities across England and Wales are affiliated to Mind via a Federation Agreement. Local Minds are collectively known as the local Mind network; together, the network provide a wide range of services to more than ~400,000 people per year and is one of the major third sector providers of mental health services across England and Wales. It is a diverse network, with huge variety in size, outlook, skills and interests. Many local Minds are community hubs; their local roots and knowledge ensure we have an impact that is much wider and deeper than other service providers.

The Networks and Communities Department exists to strengthen the collective power of the local Mind network to deliver its mental health services. The Network Data Team sits within the Networks Unit of the Networks and Communities Department and helps the department fulfil its function by collecting, analysing, and disseminating data insights about the local Mind network. The latter of which includes supporting the network to independently use data visualisation and analytics tools to make data driven decisions about how best to support people experiencing mental health problems.

The Network Data Team are a small but highly performing team. The Network Data Officer will report to the Network Data Senior Officer and will be expected to work closely with key teams in the department, across Mind, and with colleagues in the local Mind



network. Working to provide them with the data intelligence they need to make the most of the network's talents and resources in achieving Mind's mission, as well as the skills to independently and confidently use data visualisation tools. The Network Data Officer role can be fulfilled through a homeworking, office-based, or hybrid work arrangement pattern.

Key Responsibilities

1. Manage the quarterly data return process, including by supporting local Minds to complete their data returns in the lead-up to and immediately following the completion deadline.
2. Produce quarterly reports on local Mind returns data, suitable for a broad, non-technical audience and present findings in a variety of formats and settings for internal and external audiences to support and influence decision-making.
3. Support the roll-out of Microsoft Power BI to all local Minds: providing training and guidance, creating relevant resources, and fostering peer-to-peer knowledge sharing within the Mind network.
4. Support Mind colleagues to work with local Mind data and to use the Network Data Team's systems and processes, including engagement with Power BI.
5. Assist the Network Data Senior Officer in undertaking a consultation review of the team's data processes, with a particular focus on the survey design of the quarterly return, consolidating the department's data collection processes, and ensuring these reflect Mind's new strategic aims.
6. Work with key colleagues to ensure that local Mind data is held securely and in line with Mind's data protection policy, information sharing policy and digital strategy.
7. Respond to ad hoc requests for information and analyses from Mind and local Mind colleagues.
8. Ensure the views of people with experience of mental health problems inform and guide your work and actively seek opportunities to involve people with lived experience in planning and delivery.
9. Manage volunteers and student placements as required.
10. Undertake other duties that may from time to time be necessary, and that are compatible with the nature and grade of this post.



Expectations

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal processes, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need.
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.
- We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an



inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Person specification

Essential criteria

1. Outstanding data management, analysis, and visualisation skills.
2. Experience with using and knowledge of Microsoft Power BI and Microsoft Excel.
3. Strong written and oral communication skills, including the ability to convey data insights to non-technical audiences.
4. Excellent organisational skills and a track record of delivering high quality work against agreed objectives, deadlines, and budgets whilst under limited supervision.
5. A proven ability to manage your own workload, keeping track of multiple workstreams at once.
6. The ability to manage occasionally difficult relationships with key stakeholders within Mind and the Mind network.
7. The ability to work collaboratively as part of a diverse and dispersed team and across traditional management structures and boundaries.
8. A commitment to Mind's aims and values.

Desirable criteria

1. Training in research methods.
2. Familiarity with other key software (including Qualtrics, R, and Microsoft Dynamics 365) or similar software.
3. Experience of the mental health and/or third sectors.
4. Understanding of mental health strategy and policy, service delivery, and funding frameworks.
5. Direct or indirect experience of mental health problems.