



Philadelphia VIP

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POSITION DESCRIPTION: Data and Analytics Manager

ABOUT VIP: Philadelphia VIP, the hub of pro bono in Philadelphia, recruits, trains, and supports volunteer attorneys who provide free legal services to low-income clients. VIP is committed to performing regular evaluation of its programs, fostering a culture of learning, and continually engaging in data-driven adaptation – all in service of effectively and efficiently using available resources to address unmet legal needs.

POSITION SUMMARY: Philadelphia VIP seeks a highly skilled, goal-oriented, collaborative colleague to provide day-to-day technical leadership for VIP's core information systems, data-based performance management initiatives, and information technology infrastructure.

The Data and Analytics Manager has primary responsibility for developing, maintaining, and refining VIP's data sources; monitoring and providing quality control for VIP's datasets; and planning for future data and technology needs. The Data and Analytics Manager will deploy specialized knowledge and technical skills, as well as strategic judgment, to collect, analyze, and present data and finds about VIP's programs. The Data and Analytics Manager will work under the joint supervision of the Executive Director and Operations Manager. The position is exempt, with generous employee benefits and a positive workplace culture.

The Data and Analytics Manager should care deeply about access to justice for underserved communities, value volunteerism, thrive and enjoy working in a collaborative environment, and be passionate about using data to improve program operations and results.

VIP values a diverse work environment and strongly encourages people of color, people who identify as LGBTQ, and people with disabilities to apply.

KEY QUALIFICATIONS:

- Bachelor's Degree and coursework in relevant quantitative areas (e.g., Management Information Systems, Statistics, and/or Mathematics) required
- From 1-3 years of relevant work experience preferred
- Strong knowledge and developed skills in essential software applications related to data capture, analysis, and presentation including, but not limited to, relational databases (e.g., SQL, Access, Python); statistical programs (e.g., R, SAS, Excel); and visualization tools (e.g., Tableau, PowerPoint, Flare, Microsoft Power BI).
- Experience with Microsoft Office applications
- Demonstrated interest in supporting volunteers and commitment to VIP's service model
- Passion for access to justice for underserved communities

Since 1981, the hub of pro bono legal services in Philadelphia

- Excellent written and oral communication skills, including ability to communicate quantitative concepts/findings clearly and effectively to a wide range of audiences, including those without technical expertise
- Outstanding analytical skills, including demonstrated ability to use data to inform and improve program delivery
- Close attention to detail, organized, and able to manage multiple, simultaneous projects and deadlines

KEY FUNCTIONS

1. Manage and leverage VIP's core information systems (Legal Server and Salesforce):

- Maintain and modify databases to capture program data (e.g., volunteer and donor profiles, case records, and event registrations) from multiple sources
- Create custom processes, forms, and fields to improve utility of core information systems, capture relevant information, and increase the efficiency and effectiveness of program delivery
- Develop, implement, and refine, as needed, quality control protocols to identify and remediate inaccuracies in data; train and support colleagues to ensure accuracy in data entry and maintenance
- Develop and utilize standardized protocols to systematize data from multiple sources for analysis
- Develop and implement new volunteer data protocols and maintain accurate volunteer data
- Use computer coding and programming skills to clean, merge, aggregate, and format datasets and adapt databases, as needed
- Provide front-line user support for core information systems, including by training colleagues on the systems

2. Design, analyze, and present quantitative reports for evidence-based decisions:

- In collaboration with colleagues, develop database modules, visualizations, calculations, and analytic processes to report to diverse stakeholders across a spectrum of technical expertise
- Design and execute data queries and reports for outcomes measurement and program evaluation by VIP's staff, Board, funders, and other stakeholders
- Generate and refine, as needed, monthly Program Management and Strategic Plan reports on and analyses of VIP's performance and progress towards its annual and multi-year goals
- On a monthly cadence, collaborate with a colleague to develop a "Data Deep Dive" focused on a specific challenge or opportunity
- Co-lead presentation and discussion of data findings during monthly Staff Meeting and Case Review session
- Create surveys, tables, figures, and charts for research, presentations, and publications
- Collaborate with local partner agencies to foster knowledge exchange and analyze trends, data, and gaps in service to better serve low-income Philadelphians

3. Provide proactive operational support for critical IT infrastructure and programs:

- Provide front-line user support and coordinate technical troubleshooting; collaborate with Operations Manager to escalate issues to technology and software vendors, as needed
- Document and implement best practices for maintaining IT infrastructure and programs
- On an ongoing basis, and in consultation with colleagues, analyze VIP's core programmatic needs and implement IT infrastructure solutions to better serve VIP clients, volunteers, and staff
- Implement security procedures to protect the information of VIP and its stakeholders
- Assist with implementation of information governance, including IT security and records retention policies
- Support VIP's role as an accredited provider of continuing legal education (CLE) courses, including through data collection and analysis
- In consultation with Operations Manager, develop schedule and associated budget for periodic upgrades of VIP's technology, software, equipment, and devices
- Install and maintain VIP's technology, software, equipment, and devices
- Create, manage, and update user credentials for VIP's internal server, core information systems, and online platforms
- On an ongoing basis, implement system updates to and otherwise maintain VIP's website
- Provide administrative support, as needed, and perform other duties as assigned

HOW TO APPLY: E-mail cover letter and resume to Karna Laubenstein, Operations Manager, klaubenstein@phillyvip.org. No calls, please.

WHAT TO INCLUDE IN YOUR COVER LETTER: All cover letters should include information about pertinent courses, program proficiencies, and certifications; any non-English language skills; salary requirement; and potential start date. Applicants are invited to include a statement about how the applicant's unique background and/or experiences might contribute to the diversity, cultural vitality, and perspective of VIP's staff team and legal practice.

DEADLINE: Applications will be reviewed on a rolling basis, with priority given to those received by **noon on Tuesday, July 16, 2019.**

PHILADELPHIA VIP IS AN EQUAL OPPORTUNITY EMPLOYER