Global Alliance for Improved Nutrition

Job title:	Data Manager		

Classification:	Grade 5	Direct reports:	0
Work location	Nairobi, Kenya / Delhi, India / London, United Kingdom	Travel required:	N/A

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Due to COVID19, conflict in Ukraine and climate change, malnutrition and hunger have worsened significantly since 2019, reversing a decade of progress. There is growing recognition that our food systems need to change if we are to reverse these trends.

GAIN's Strategy aims to transform food systems to make healthier diets from sustainable food systems accessible to all people and especially those whose are most vulnerable to shocks. By 2027, we aim to improve the access of 1.5 billion people to nutritionally enhanced staple foods, improve the access of 25 million people to healthier diets, and support positive food system change in 10 countries. This is bold and complex, and the only way to achieve this is to work together with partners including governments, businesses, and civil society at the country and global level. These goals, and the ways of achieving them, build on our twenty-year legacy of transforming people's lives with improved nutrition through concerted action and effective policy change.

DESCRIPTION

Overall purpose

GAIN is a growing organisation, seeking an experienced Data Manager for a new role in the IT team. This is an exciting opportunity to join an organisation focused on utilising data to increase productivity, enhance collaboration and thereby increase our impact.

In recent years we have invested significantly in new data systems including PRISM our proprietary project management system on Salesforce, project dashboards, and upgrades to aspects of our Finance systems.

We now want to take this work to the next level by creating a new role focussed on data and data analytics; and by addressing policies, practices and governance for good data management. This role will be crucial to achieving that ambition and will work with the Head of IT to influence, shape and challenge GAIN as a whole, ensuring a joined-up approach to data. The postholder will be responsible for providing ownership and leadership to challenge GAIN at senior level to inform data architecture in line with projects and programmes associated budgets and delivery.

The role has six main purposes:

1. Ensuring we have good data governance, a data architecture, systems and policies that support the development, oversight, storage, accessibility, utilisation, interoperability and analysis of our data from different systems so that colleagues across GAIN have access to a seamless flow of accurate data from different systems to help them take good decisions. S/he will work on both the data supply and demand side - with those who are the owners of individual data systems and those who use the data to manage projects, activities and functions.

2. Commissioning and managing the build and subsequent maintenance of a data warehouse and associated systems improvements.

3. Taking forward work on our new dashboards (using Tableau) to ensure they are used effectively, support their further development, that they continue to draw data from the relevant systems to yield useful business intelligence.

4. Leading our work on data protection relating to internal systems, working with our Head of Legal and Head of IT

5. Ensuring a comprehensive understanding of our data portfolio and platforms, assessing their functionality and business value, and making recommendations for improvements including on systems simplification, data analytics and business processes

6. Communicating the importance of good data management across GAIN and helping to improve data literacy.

Key integrations and relationships will be between the general IT systems, Finance, HR and Salesforce which is the CRM of the organisation.

Tasks and responsibilities

- Lead on the design, development, and modification of data management infrastructure to expedite data analysis and reporting, commissioning and managing consultancy support where necessary. Provide technical oversight for integrating new technology or new initiatives into data standards and structures and vice versa.
- Manage the design, development, build and implementation of databases that are compatible with company needs. Including but not limited to platforms such as Microsoft SQL, Salesforce and Snowflake.
- Monitor and evaluate the design, selection, implementation and support of database changes using associated business requirements and design documents.
- Implement policies, guidelines and define strategy for data management.
- Ensure database and data systems are designed to be secure from data loss, security breach, and hacking; work with colleagues on awareness and behaviours to keep data safe, leading on the development of best practice around management and governance of GAIN's information resources.
- Maintain internal library to catalogue all data storage within the organisation.
- Provide recommendations and alternatives to optimize data utilization, interoperability, quality and business impact.
- Develop rules and procedures to govern data sharing within the organisation and with external parties.
- Assess system performance and make recommendations for software, hardware, and data storage improvements for decision by senior management and delivery of chosen models to meet improvement objectives.
- Identify and implement solutions for data-driven business process improvements.
- Undertake high level research, horizon scanning and analysis to identify future digital trends, and assess applicability to support business objectives.

Key organisational relationships

- Reports to the Head of IT
- Director of Strategic Operations
- Strategic Management Team
- All GAIN Staff
- Managed Service Provider (3rd Party Outsourced IT Support)
- External vendors, suppliers and consultants.

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JOB REQUIREMENTS

Competencies

- In-depth knowledge of how data works in a global organisation. The ability to commission the design and build of a data-warehouse, ensuring effective implementation, maintenance and connectivity.
- Ability to champion the importance and application of data within an organisation, including the ability to create a discipline and framework for data governance to integrate decisions on systems; and to work across departments and teams to produce a collaborative environment of data sharing.
- Able to manage GAIN's Data Protection and the GDPR framework for internal data. Ability to problem-solve and apply analytical skills in resolving data issues.
- Ability to use a significant level of judgement, to translate business practices and processes into the delivery of appropriate data solutions. This will include innovative and creative thinking, detailed analysis and evaluative skills, assessment or risks, initiating/scoping improvement projects and leading on the design and delivery of objectives.
- Excellent communication skills, written and verbal, with the ability to translate business practices and processes into data management that support the entire organisation for both technical and non-technical staff.
- Ability to produce high quality documentation, presentations and record relevant information accessibly.
- Highly organised with an excellent understanding of data administration
- Proven knowledge of best practice for data organisation and architecture
- Ability to effectively prioritise and deliver tasks in a multi-cultured environment.
- Ability to lead, develop and motivate services/teams in a challenging and changing environment.

Technical Knowledge

- Knowledge of data modelling and design
- Management and data querying of SQL, Salesforce and SharePoint databases
- Working knowledge of the Tableau platform; reporting, design, querying and supporting non-specialists
- In-depth understanding of modern database and information technologies
- Knowledge of Microsoft databases; specifically SharePoint and SQL with Navision (advantageous)
- High level of technical knowledge of Salesforce, Sage People and DocuSign CLM (advantageous)

Experience

- Leadership experience in a data management, data analysis and business process role for a medium to large organisation
- Proven knowledge of best practice for data organisation and architecture
- Experience of data warehouse design and implementation
- Significant experience of supporting and challenging stakeholders at a senior level across a wide range of data architecture to inform service planning, development associated budgets and delivery.
- Experience of presenting approaches to a wide range of business and service areas
- Experience of working across departments, ensuring cooperation when considering data owners/managers
- Experience working in a team-oriented, collaborative environment.
- Experience of developing data models based on multiple sources and separate processes.
- A demonstrative record of delivering high quality complex Data deliverables to enable key BI outputs

Education

- University degree or equivalent in the field of computer science and information systems. Alternatively, comparable equivalent hands-on experience.

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• Experience or certification of MCSE, ITIL, PRINCE2, APM PMQ (advantageous).

Other requirements
- Fluency in English is essential.
- Eligible to live and work in location of application.
- Exposure to working in a global, multi-lingual, multi-cultural environment (advantageous).

WHAT GAIN OFFERS

- A competitive renumeration package
- Flexible working hours through hybrid working opportunities
- Friendly working environment
- Professional development opportunities
- The chance to make a lasting contribution to reducing global malnutrition