



**HENRY**  
**Digital and Data Coordinator**

**Application Pack**



## About HENRY

Childhood experiences last a lifetime - so every child deserves the best possible start in life. And although parents want a happy healthy future for their children, family life isn't always easy. We make sure families get the support they need so that they and their children are able to flourish throughout childhood and beyond.

HENRY is the leading national provider of evidence-based services to support a healthy start. We are currently working in partnership with NHS trusts, public health teams, children's services and other partners in around 40 local authorities. We support parents to transform family life for the better in all sorts of ways – including emotional wellbeing, family relationships, parenting skills, infant feeding, the home learning environment, improved nutrition and getting more active.

### Our service offer

- Training for practitioners, equipping them with the confidence, understanding and skills to create the conditions for positive change in their work with families
- Family support services, including a wide range of workshops, group programmes, individual support, resources and online help
- Creating healthier communities through volunteering and supporting a healthy start in childcare settings

### Our values

- **Partnership:** parents are the experts in their own family so we start with their experience and support them to make changes that they believe will lead to a healthier and happier life.
- **Strengths-based:** we acknowledge and build on all the things that are going well, fostering hope and self-belief.
- **Person-centred:** families face different challenges - we get alongside families and listen, building a relationship based on trust and empathy.
- **Respect:** we value families for who they are and seek to understand rather than judge.
- **Inclusive:** we find out about the difficulties that some families face in accessing support and work proactively to overcome barriers.
- **Excellence:** we strive to provide families with high quality and effective support; we value learning about what doesn't work as well as what does, approaching new ideas with an attitude of curiosity and using reflective practice, evidence and feedback to improve our services.

### Our impact

HENRY family support really works:

- 97% of families who join a HENRY family programme are leading a healthier lifestyle and enjoying family life more by the end
- Independent academic evaluation shows that families make long term changes, and parents themselves describe our support as 'life-changing'.

*"For me this course helped me to break the bad habits that had been passed on to me through many generations. It's a big change that will make the children of tomorrow*

*healthier. As parents you want to do the best for your children and the HENRY course definitely shows you the way to achieve that.”*

Our training for practitioners is transformative:

- 99% practitioners say it met or exceeded expectation
- 71% are still using the skills they develop through our training 12 months later, with many still using them 5 years on

*“Excellent, inspirational training. I have been on many courses and this is the best one I have ever done.”*

## Our team

HENRY currently employs 58 staff. About one-quarter are based at our national office near Oxford and three-quarters in 7 different locations (Blackpool, Hackney, Lambeth, Waltham Forest, Southend, Bradford, Leeds/Sheffield) delivering services and projects.

In addition to our employed staff team, 12 freelance trainers and 95 volunteers also play a crucial part in delivering HENRY services.

HENRY’s supportive ethos and high levels of staff satisfaction and commitment are evident in our annual staff surveys. Over 90% of staff tell us they are proud to work for HENRY, enjoy working with people at HENRY and feel they are treated with fairness and respect and that their views are listened to and valued.

## Our future

This is an exciting time to be joining HENRY. Over the last 5 years we have successfully implemented ambitious plans for growth. We now support 5,000 families a year through our different service contracts, grant-funded projects and licensed delivery of our programmes.

We have undertaken a major strategic review, shaping robust plans to continue this growth and offer HENRY support from conception to the teenage years.

From April 2019 as part of our three-year Strategic Plan, we will aim to:

- Continue to strengthen our work in the early years
- Extend HENRY to parents of children aged 5-11 and to teenagers
- Extend our reach through the use of digital technology and new partnerships
- Develop and maintain our reputation as a ‘centre of excellence’, working with academic partners to strengthen our evidence base and influencing national policy
- Develop new income-generating activities to support our core mission



## Overview of role

Job Title	Digital and Data Coordinator
Office Base	National Office, 6 Elm Place, Old Witney Road, Eynsham OX29 4BD with working from home
Hours per week	1.0 fte (37.5 hours a week)
Salary	HENRY Band C (banding starts at £23,391)
Responsible to	Digital and Data Manager
Annual leave	30 days per year plus bank holidays
Pension	Access to pension scheme with a matched employer contribution of up to 6%

### Job Purpose

To support and deliver HENRY's digital and data functions:

- Working with the Digital and Data Manager to develop and embed integrated digital processes and to enable change
- Ensuring that data is specific, accurate and reliable, enabling meaningful access to information.

### Key working relationships:

- Digital and Data Manager
- Director of Operations
- Head of Partnerships & Business Development
- Head of Service Delivery
- Service Managers
- Data Administrators in local HENRY services

### Key Responsibilities

- 1. Develop and maintain integrated digitalised functions for HENRY's operations**
- 2. Support and maintain data systems for data collection and reporting**
- 3. General Data Protection Regulations 2018 (GDPR)**

## **1. Develop and maintain integrated digitalised functions for HENRY's operations**

- Enabling capability and capacity for HENRY that support the organisation's internal operations and external facing operations with partners.
- Support the Digital and Data Manager to operationalise a transformation programme across all functions of HENRY (this can include organisational systems, sales and marketing, evaluation and improvement, and service delivery).
- Enable change management for HENRY: staff support and training to build the ability to adopt new systems.
- Provide technology support and assistance within HENRY.

## **2. Support and maintain data systems for data collection and reporting**

- Working closely with the Digital and Data Manager, support processes for data collection, making recommendations for improvements that ensure good data hygiene, improvement of response rates, and availability of information for processes such as quality assurance of HENRY programmes, management information, commissioner reporting, and research projects.
- Work with the designated pool of staff across HENRY to produce outcome reports for commissioners in line with the reporting schedule.
- Develop new reporting templates as needed and incorporate into the reporting schedule.
- Support HENRY's Data Officers and Administrators, ensuring they have access to specific, accurate and reliable data.
- Support the development of service evaluation of new projects, programmes and workshops.

## **3. General Data Protection Regulations 2018 (GDPR)**

- Work with the Digital and Data Manager to ensure that:
  - Personal information is handled appropriately across HENRY
  - Digital innovations align with GDPR compliance
  - GDPR compliance follows an annual review cycle

## **4. Attitudes and behaviours**

- Build respectful relationships, understanding the impact of your behaviour on others and being willing to adapt it when necessary.
- Work effectively as a member of the team by consulting and sharing information with colleagues, managing your time to meet deadlines and preparing for meetings.
- Maintain clear and accurate records.
- Communicate effectively with partners.
- Comply with all organisational policies and procedures.
- Model HENRY values.
- Support own development through on-going reading, research and supervision.

## Person specification

	Essential	Desirable
<b>Qualifications</b>	Graduate level education or equivalent	
<b>Experience</b>	<p>Experience in change management across an organisation</p> <p>Delivery of technology projects</p> <p>Effective working as part of a team</p> <p>Enabling staff development with supportive relationship building</p>	<p>Experience in technological innovation</p> <p>Development of digitalisation changes</p>
<b>Knowledge</b>	<p>Advanced Microsoft Excel, Word, Outlook</p> <p>Using a cloud-based storage system</p> <p>Understanding of evidence-based practice</p> <p>Working knowledge of health and early years services</p>	<p>Information and data protection legislation</p> <p>Knowledge of Microsoft Access</p> <p>Advanced knowledge of Google Workspace</p> <p>Knowledge of a range of software for design eg Canva</p>
<b>Skills and attitudes</b>	<p>Proactive approach to technological solutions for operationalising business strategy</p> <p>An approach of cycle of reflection, review and learning leading to adaptation and improvement of innovations</p> <p>Motivation to contribute to HENRY's work</p> <p>Team player with a desire to help others reach shared goals</p> <p>Excellent computer skills</p> <p>Accurate and thorough with an eye for detail</p> <p>Ability to present information clearly, support drafting of reports and presenting complex data</p> <p>Self-motivated and able to work without close supervision</p> <p>Excellent interpersonal and relationship-building skills, with a warm and fluent telephone manner</p> <p>Strong organisational and planning skills, able to work on own initiative, think creatively, prioritise tasks and meet deadlines</p>	

	Willingness to undertake training and ability to quickly grasp new knowledge and systems	
<b>Ability</b>	Able to regularly work from the HENRY National Office, based in Eynsham	

### Application timetable

Closing date: 9 am Monday 25 January 2021

Interviews: Monday 1 February 2021

As required, interviews will be in line with the most up to date government guidance via video conferencing or face-to-face.

To apply, please complete the application form and equal opportunities form available from our website <https://www.henry.org.uk/jobs> and return to [recruitment@henry.org.uk](mailto:recruitment@henry.org.uk)