



### Detailed Job Description

<b>Job Title:</b>	Insights and Impact Manager		
<b>Department/Project:</b>	Insights & Impact	<b>Grade:</b>	
<b>Reports to:</b>	CEO		
<b>Location:</b>	RSA		
<b>Apply to:</b>	Action Appointments Recruitment: Callum Fraser, <a href="mailto:callum@actionappointments.co.za">callum@actionappointments.co.za</a>		

#### Job Summary:

The Insights and Impact Manager (IIM) at Barloworld Empowerment Foundation (BWEF) is responsible and accountable for the insight and impact management of the organisation.

The IIM is responsible for developing and implementing impact measurement tools, analysing and reporting data and generating insights that inform the organisation’s strategy, communication and advocacy. The IIM will work closely with the CEO, the communications team, social and entrepreneurial impact streams and other divisions within the organisation as well as external partners and stakeholders.

#### Responsibilities and Tasks

##### Job Responsibilities 01: Insight and impact Management

##### Tasks

- Develop and implement an insight and impact management strategy and framework that aligns with BWEF’s organisational vision and objectives.
- Develop and maintain impact measurement tools, such as surveys, indicators, dashboards and databases, to collect, manage and analyse data from various sources.
- Produce regular and ad-hoc reports on the organisation streams’ impact, both internally and externally, using data visualisation and storytelling techniques.
- Analyse data and stories to identify trends, patterns, gaps, challenges, opportunities and best practices.
- Communicate and discuss findings and recommendations within BWEF and facilitate feedback and learning loops.
- Propose relevant research and benchmarking on relevant topics, issues, policies and practices in the non-profit sector and beyond and execute on such based on CEO’s feedback.
- Collaborate with external partners and stakeholders, such as beneficiaries, capacity developers, service providers, researchers, media, policymakers, corporates, donors and other non-profit organisations, to share data, insights and stories.
- Identify and pursue new opportunities for collaboration, innovation and impact.
- Develop and maintain knowledge management system including documentation management system, storytelling and reporting including creating and maintaining databases, repositories, directories, catalogues, etc.
- Identify specific needs and expectations of Entrepreneurial and Social impact streams such as advocacy, research, service delivery or fundraising and assist with providing further data, analysis and insights that can enhance on the streams’ work.
- Monitor and evaluate the way stories are collected, stored and analysed and propose and implement more efficient systems going forward, including dealing with data & IP protection as well as necessary regulatory frameworks.
- Provide feedback and suggestions for improving BWEF’s insight and impact practices.



- Keep abreast of the latest trends and developments in the field of insight and impact management, such as new technologies, tools, methods, or standards.
- Manage academia related insights and impact projects involving planning, organising, coordinating, monitoring and reporting on the progress and outcomes.

### **Job Responsibilities 02: Governance**

#### **Tasks**

- Diligently follow all BWEF's policies and procedures and leads by example.
- Ensure that all third party service providers, consultants, agents and sub-contractors are aware of and comply to all BWEF's policies and procedures.
- Ensure that the organisation's insight and impact management activities comply with relevant laws and regulations including data protection, privacy, security, intellectual property rights and ethical standards including but not limited to the Protection of Personal Information Act 4 of 2013 (POPIA), Consumer Protection Act 68 of 2008 (CPA), Promotion of Access to Information Act 2 of 2000 (PAIA).
- Execute the appointment of all consultants for BWEF as and when required to fulfil on the insight and impact management requirements.

### **Job Responsibilities 03: Employee Management**

#### **Tasks**

- Define goals, responsibilities, accountability and measurable deliverables of each team within the Insights and impact management team.
- Ensure sufficient coaching and deploy excellent leadership skills to execute on everyday tasks and achieve maximum results through an inspired team.
- Develop employees in line with HR talent management processes.
- Develop, implement and adhere to company policies and procedures and codes of conduct and ensure that they are communicated and implemented within the team.
- Ensure formal succession planning is in place.

### **Job Responsibilities 04: Reporting**

#### **Tasks:**

- Design, create and/or co-create in partnership with the heads of the streams (and with third parties where necessary) all programme intervention reports, integrated reports, impact reports, impact stories, B-BBEE monthly reports and ensure that these are correctly and timeously submitted by the team members or by third parties.
- Identify appropriate measuring methodologies including tools, proxies, base lines etc. for each BWEF's streams, provide guidance and training as to how to capture information, data and stories, maintain quality and ensure that the analysis is appropriate, delivered timeously and according to the service levels.
- Ensure that the monthly stream's reports are accurate, timely, validated, relevant and aligned with the organisation's goals and standards.
- Complete all impact reports for BWEF's Entrepreneurial and Social impact streams and collaborates with the staff to ensure all information is relevant and accurate.
- Prepare integrated reports providing a holistic and concise view of how BWEF and its streams create value over time taking into considerations the impact of the organisation's activities.
- Supports the Communications manager and team in preparing qualitative reporting that can be used to showcase the success stories and best practices of insight and impact management in the organisation including challenges and lessons learned.
- Prepare reports for BWEF's leadership including BWEF's board as and when required
- Review reporting structure and templates on regularly basis (minimum every six months) to ensure these are purpose driven, compliant with the latest legislation, relevant to client's needs and in line with the organisational goals and mission
- Customise and tailor certain reports according to the needs and preferences of different audiences, such as B-BBEE stakeholders, corporate donors and policymakers.
- Use the reports to showcase the BWEF's achievements, challenges, opportunities and best practices.



- Use the reports to inform the BWEF's strategy, communication and advocacy and help position BWEF as a thought leader in its space.
- Interpret and analyse reports from third-parties and service providers to identify gaps and suggest areas for improvement of the relevant service providers as well as internal teams to ensure programmes' goals are achieved and potential risks timeously mitigated.
- Monitor and evaluate the effectiveness and efficiency of BWEF's programmes and activities on quarterly basis and report to the CEO any relevant findings, recommendations and initiatives.
- Maintain a database of all the reports and ensure that they are easily accessible and searchable.
- Manage together with the Impact stream heads all B-BBEE relevant data, information and documentation essential for B-BBEE verification purposes. Ensure that all critical data and documentation is safely stored, indexed and following due diligent process.

#### **Job Responsibilities 05: Partnerships, Networking and Stakeholder Management**

##### Tasks:

- Maintain healthy relationships between the clients, employer, employees, trustees and all stakeholders and partners.
- Design and implement alliances with academia and research institutions to strengthen insight and impact expertise of BWEF and develop further methodologies that can enhance the outcomes of the organisation.
- Build collaboration opportunities with other service providers (capacity developers, funding institutions and government bodies) and corporate's ESD and SED programmes.
- Engage with local and international organisation providing assistance in terms of socio-economic development in communities, small businesses and social entrepreneurs to understand best practices and how these are recorded, analysed and communicated.
- Support heads of Entrepreneurial and Social impact streams, programme manager(s), administration officers and other teams in order to strengthen networks in the BWEF's collaboration areas.
- Monitor effective information flow and communication with other stakeholders.
- Support the Communications manager to ensure BWEF's brand is well positioned locally and internationally.
- Build trust and rapport with stakeholders by being transparent, responsive, respectful and collaborative.
- Facilitate dialogue and participation among key stakeholders to foster mutual understanding and learning.
- Manage potential conflicts and issues that may arise among or with stakeholders.
- Leverage the insights and expertise of stakeholders to enhance the quality and outcomes of projects within the Social and Entrepreneurial impact streams.

#### **Job Responsibilities 06: PR & Branding of BWEF**

- Support the CEO and the heads of the Entrepreneurial and Social impact streams in positioning BWEF as the organisation of choice in terms of community development, social entrepreneurship and enterprise and supplier development by providing relevant information, data and stories that are relevant, analysed in light of the macro and micro economic environment.
- Use a consistent logo, name, slogan, and colour scheme for BWEF's initiatives and platforms that convey their purpose and value proposition
- Assist the Communications manager to promote and communicate BWEF's initiatives and platforms to the internal and external stakeholders using various channels and methods (e.g., newsletters, webinars, social media, events, etc.)
- Support the Communications manager and other personnel of the organisation to engage and involve the stakeholders in the BWEF's initiatives and platforms by soliciting their feedback, suggestions, stories, and testimonials
- Assist the Communications manager to showcase and celebrate the achievements and impacts of BWEF's initiatives and platforms by highlighting impact achieved, success stories, best practices, lessons learned and recognition awards



- Generate insights that inform the organisation’s strategy, communication and advocacy and help position BWEF as a thought leader in its space

**Job Responsibilities 07: Financial & Risk Management**

**Tasks:**

- Plan and direct all activities in line with the defined budgets of insight and impact management.
- Identify risks associated with data security and compliance and design a sound budget to be approved by the CEO and execute according to the approved budget; provide ongoing evaluation of potential risks and opportunities associated with insight and impact management.
- Control expenses to meet budget guidelines.
- Keep the CEO aware of all potential risks and financial issues ahead of time and consult on best possible outcomes for all such issues raised.

**Job Responsibilities 08: Team Building & Leadership**

**Tasks:**

- Ensure the values and ethics of the organisation are enforced and maintained at all times.
- Ensure an empowering work environment and team building in line with the organisation’s values and principles.
- Work in close collaboration with all teams within the organisation.
- Contribute to the overall health and growth of the organisation.
- Drive the organisation’s empowerment agenda in line with its strategy by monitoring all capacity building activities.

**Person Specification**

**Education & Certifications**

- Bachelor’s Degree in Politics / Philosophy / Economics, Social sciences, Information management, Data science, Statistics, or related field (Post- Graduate in a relevant discipline is preferred)

**Essential Experience**

- A minimum of 5 years’ experience as a data analyst, impact measurement, research or similar role (non-profit or development sector is advantage)
- At least 5 years’ experience in data collection, management, analysis and visualisation tools and software to understand how to identify issues, gaps, opportunities for improvement and implement relevant solutions
- Experience in social return on investment is an advantage
- Deep experience in leveraging technologies and tools
- Demonstrated experience of working in an environment with a variety of stakeholders across various regions in South Africa
- Experience in working with different stakeholders including communities, small businesses, corporate companies, government organisations, aid agencies, international organisations etc. and understanding how to build trust, rapport, manage conflict and challenges
- Proven track-record in fostering a culture of insight sharing and collaboration among employees and key stakeholders



<b>Essential Knowledge</b>	<ul style="list-style-type: none"><li>• Excellent grasp of insight and impact frameworks</li><li>• Excellent understanding of impact measurement and evaluation methodologies</li><li>• In-depth understanding of capturing and organising knowledge</li><li>• Deep insight and impact of how to measuring the impact and outcomes of initiatives including quantitative and qualitative research and data gathering including surveys, stories and analytics</li><li>• Excellent reporting principles</li><li>• Good insight and impact in the political, social, economic and historic environment in which BWEF's partnering and empowering communities and mental poverty alleviation programmes are operating at both national and community levels</li></ul>
<b>Essential Skills</b>	<ul style="list-style-type: none"><li>• Strong storytelling skills and ability to present complex data in a clear and compelling way</li><li>• Strategic and analytical thinking</li><li>• Excellent presentation and communications skills</li><li>• Good networking, influencing and interpersonal skills</li><li>• Excellent in reporting, and visualisation tools (e.g., Excel, Power BI, Tableau)</li><li>• Familiar with insight and impact management principles, methods and best practices</li><li>• Excellent verbal and written communication skills</li><li>• Strong interpersonal and teamwork skills</li><li>• Ability to work independently and manage multiple tasks</li><li>• Attention to detail and quality</li><li>• Curiosity and passion for learning and innovation</li><li>• Planning, organisation, time management, and coordination</li><li>• Fluency in written and spoken English, native / national language is advantage</li></ul>
<b>Ability</b>	<ul style="list-style-type: none"><li>• Work on own initiative with minimum supervision and to stay on task</li><li>• Work under pressure and tight deadlines</li><li>• Willingness to work beyond official working times</li></ul>
<b>Personalities</b>	<ul style="list-style-type: none"><li>• Collaborative and communicative</li><li>• Curious and analytical</li><li>• Creative and innovative</li><li>• Motivated and passionate</li><li>• Strong attention to detail</li><li>• Adaptable - able to work with people from different cultural backgrounds and education levels</li><li>• Reasoned judgment and high integrity</li></ul>