



Organization: Results for America

Role: Senior Manager, Data & Business Intelligence

Location: Flexible

Organization Overview

Results for America (RFA) is the leading, national nonprofit organization helping policymakers at all levels of government harness the power of evidence and data to solve the world's greatest challenges. Our mission is to make investing in what works the "new normal," so that, one day, all government leaders use rigorous evidence and quality data to inform important policy and funding decisions. We believe that data-driven and evidence-based policy decisions could significantly increase the impact of the over \$1 trillion that governments spend annually to advance economic mobility and racial equity.

Founded in 2012, RFA spent its first three years partnering with policy innovators to build the credibility of evidence-based policymaking, securing early and important wins in education, expanding its work to multiple levels of government and driving awareness and demand through carefully orchestrated education and communication campaigns. During its second phase (2015-2018), RFA worked to demonstrate the power of evidence-based policymaking in ways that resonate with an even broader universe of elected officials and policymakers. Now in its third phase of work, RFA intends to demonstrate that governments at all levels can make faster, more lasting progress in accelerating economic mobility for residents when they use evidence and data in decision-making. By creating specific issue-area wins, RFA will further cement support for evidence-based policymaking among all policymakers as the "new normal."

Department Overview

RFA is building a new Impact & Learning Team to lead on data infrastructure management, data analysis, facilitating focused conversations about data and performance and following through on rigorously measuring impact. RFA desires to effectively 'roll up' data it already collects via local, state, and federal government data and evidence [standards of excellence](#) and create new metrics where needed to 'draw the dots' to key population-level outcomes both within and across RFA programs.

Position Overview

The Senior Manager, Data & Business Intelligence will work closely with the Measurement, Evaluation, and Learning (MEL) Director, RFA practice leads, program leads, and operational staff to lead and support analyses that contribute to RFA's understanding of its program-level and organization-level impact. This role is expected to leverage both quantitative and qualitative data in the production of intelligence that supports strategic and operational decision-making, and the communication of impact to a broad range of internal and external stakeholders including executive management and board

leadership; City, State, and Federal partners; and the media. This staff member will collaborate with the program and operational teams to tell data-informed stories about RFA's work, and, to make sure reporting requirements are met, will assist in leveraging RFA's data, processes, and reports, and help program staff to use data successfully.

The ideal candidate for this position is a critical, independent thinker with a strong understanding of quantitative data analysis approaches and methodologies and a deep familiarity with the data and tools that support measurement and learning such as statistical packages, business intelligence tools, administrative data from data client collection systems, survey collection platforms, and data prep tools. At the same time, it is equally important that the candidate brings a highly adept level of communication skills to this role to be able to translate findings across programs and functions, and across different audiences and levels of familiarity with data and technology.

In a shared services capacity, the Senior Manager, Data & Business Intelligence will not supervise staff directly but will be in charge of managing the success of multiple simultaneous analysis projects involving the staff of different programs.

Position Reporting Relationship

The Senior Manager, Data & Business Intelligence will report to RFA's Measurement, Evaluation, and Learning (MEL) Director.

Position Responsibilities

Duties for this position will include, but not be limited to, the following:

Data Analysis [30%]

- In collaboration with MEL Director and other RFA staff, prepare clear analytic plans with data analysis strategies to answer impact questions and reporting requirements;
- Develop data collection plans and data analysis strategies to answer key evaluation questions;
- Identify, analyze, and interpret trends or patterns in large complex data sets;
- Create and test data collection instruments and protocols;
- Generate data visualizations and written material to communicate findings appropriate for a variety of technical and non-technical audiences; and
- Interpret and analyze data using basic and advanced statistical methods such as analysis of variance, multivariate, patterns, time series, longitudinal, and multilevel modeling. (customize as necessary).

Data Management and Preparation [20%]

- Aggregates, merges, links and reshapes data as needed for ongoing analysis;

- Assists with the establishment and management of the data file structures that specifically support analysis, business intelligence, and/or reporting needs;
- Prepares and delivers training to support organizational data capacity building efforts; and
- Monitors data collection activities and supports data quality assurance.

Communication of Impact [20%]

- Support development of reports and presentations for a range of technical and non-technical audiences to share results and impact;
- Clearly communicates results verbally and in writing; prepare briefs, memos, presentations, copy for inclusion in other materials, and training materials to support effective communication; and
- Support grant and program development, including but not limited to application writing as well as grant and programmatic research on evidence-informed and or innovative funding opportunities.

Reporting and Data Use [20%]

- Partnering with the Measurement, Evaluation, and Learning (MEL) Director to oversee organizational report creation, delivery, and maintenance for key impact, operational, and development reports needed at the launch of the new management information system; and
- Facilitating measurement and devise KPIs to evaluate the system's impact on business users' efficiency, achievement, and satisfaction.

System Documentation [5%]

- Developing and maintaining documentation that describes the processes for how analyses are completed, reports are developed, data is integrated, etc.; and
- Ensure that all analyses could be replicate to ensure smooth knowledge transfer if other analyst(s) join RFA.

Troubleshooting/Problem Solving [5%]

All RFA employees are expected to participate in the organization's diversity, equity, and inclusion (DEI) efforts.

This is a full-time, exempt position.

Qualifications

Education and professional background

- Degree in Information Sciences, Social Science, Public Policy, Statistics or related discipline; Advanced degree a plus;
- Minimum 5 years of work experience in role related to data analysis, business intelligence and/or evaluation;
- Experience with planning, managing and executing projects and the ability to work on multiple projects independently and collaboratively to achieve objectives; and
- Experience in identifying and solving problems collaboratively with leaders across an organization, synthesizing insights from qualitative and quantitative evidence.

Technical Skills: Required

- Expertise in basic statistical methods required;
- Experience using statistical package(s) required, e.g. STATA, R, Python; and
- Adept at queries, report writing, and presenting findings.

Technical Skills: Preferred

- Proficiency in cloud platform usage, e.g. AWS, Azure, etc.;
- Experience using data originating from Salesforce;
- Expertise with mixed methods research;
- Expertise in developing public-facing data visualizations using data visualization tools, e.g. Tableau, Salesforce Reports & Dashboards, PowerBI, etc.;
- Expertise in data cleaning and data preparation; use of data prep tools;
- Experience with accessing and using publicly available datasets, e.g. Census, Dept of Labor, etc., and/or web scraping; and
- Survey design experience.

Competencies

- Strong strategic planning skills to ensure organizational visibility and alignment;
- Excellent oral and written communication skills, including the ability to communicate findings from highly technical analyses and data to non-technical audiences;
- Excellent interpersonal skills, including demonstrated ability to build trust and credibility with senior leaders quickly;
- Ability to work independently with minimal supervision; and
- Strong commitment to the Results for America mission and vision, and a drive to always bring the conversation back to outcomes.

Salary and Benefits

At Results for America, all staff members currently receive a compensation package that includes: (1) a salary aligned with RFA's position level and salary bands and against similar nonprofit organizations; and (2) a suite of benefits that includes a choice of medical and/or vision and dental care, paid time off, a 403b retirement plan with employer match, and education and commuter benefits.

How to Apply

To apply for this position, please send your cover letter and resume to recruiting@results4america.org. The subject line of your email should read "YOUR NAME – Senior Manager, Data & Business Intelligence".

RFA is an equal opportunity employer that values/celebrates diversity and that follows a policy of making all employment decisions and personnel actions without regard to race, color, religion, national origin, sex, age, marital status, partnership status, personal appearance, sexual orientation, gender identity or expression, genetic information, family responsibilities, matriculation, political affiliation, disability, status as a victim of domestic violence, sexual offenses or stalking, military status, veteran status or any other category protected under federal, state or local law.