SEFF JOB DESCRIPTION: Monitoring, I.T and Research Officer - 25hrs

Responsible to: SEFF's Operations Manager

Location: Lisnaskea/Fivemiletown or Lisburn (with some travel across business the business area as required).

Hours of work: PT 25 hours per week until 31st March 2028 (possible potential for hrs increase down the line)

Salary: **(SO1 Point 25)** £37,817 Gross per annum pro rata + 6% Pension payable monthly in arrears

Purpose of the Role:

The Monitoring, IT and Research Officer will have responsibility for the development, maintenance, and oversight of SEFF's IT systems and infrastructure, ensuring that all technology and digital processes support efficient, secure, and compliant operations.

In parallel, the post-holder will lead on research and data analysis across SEFF's software systems, ensuring the organisation has access to accurate information for case management, project monitoring, evaluation, and funding purposes.

This role bridges technical management and evidence-based reporting, ensuring that SEFF's programmes, services, and work are underpinned by robust data and digital capability.

Key working relationships:

Internal contacts:

- SEFF's Operations Manager- Reports to
- Operations Manager
- Senior Management Team
- SEFF Employees
- SEFF Members and families

External contacts:

- SEFF's Software suppliers
- SEFF Contractors
- SEFF's Suppliers

Key Responsibilities:

1. Information Technology Management

- Oversee the operation, maintenance, and development of all IT systems and equipment across SEFF offices and project sites.
- Manage user accounts, access permissions, and system security protocols across all platforms.
- Serve as the first point of contact for internal IT support and troubleshooting.

- Maintain an IT asset register and ensure regular servicing, replacement, and updates of hardware and software.
- Liaise with external IT providers to ensure effective support, data protection compliance, and value for money through robust procurement protocols and processes in line with funding body requirements.
- Implement and monitor data backup, cybersecurity, and recovery systems.
- Develop and maintain documentation for IT processes, policies, and system usage.
- Ensure compliance with GDPR, UK Data Protection Act 2018, and SEFF's Data Management Policy.
- Contribute to the digital development strategy, identifying and implementing new tools or technologies to improve organisational efficiency.
- Support digital literacy and confidence across staff and volunteers through training and guidance sessions delivery.
- The Monitoring, I.T and Research Officer will be required to maintain the highest standards of data confidentiality and ethical practice.

2. Research, Data, and Systems Management

- Lead on data collection, analysis, and reporting across all SEFF case and project management systems.
- Work with Service Managers to design and manage databases that capture outputs, outcomes, and impact indicators.
- Ensure consistent data entry standards, data integrity, and effective use of systems across teams.
- Produce reports and summaries for management, Board, funders, and external stakeholders.
- Analyse data trends and generate insights to inform service delivery, funding applications, and strategic planning.
- Oversee regular data audits to ensure information accuracy and compliance.
- Develop dashboards and visual reporting tools (e.g. through Excel, or other software) to make data accessible and usable for non-technical staff.
- Manage all research requests within SEFF, ensuring confidentiality and ethical handling of sensitive information.
- Support internal and external evaluations of SEFF's programmes.
- Contribute to research publications, policy submissions, and presentations as required.

3. Case and Project Management Systems

- Act as SEFF's lead administrator for all software systems used in case management, membership, project tracking, and communications.
- Manage permissions and user access, providing technical and procedural support to staff.
- Coordinate the development or adaptation of databases to meet evolving programme needs.
- Provide guidance and training to staff on data entry, record management, and reporting functions.
- Ensure that systems support effective monitoring of service user engagement, outcomes, and compliance with funder reporting requirements.

4. Monitoring, Evaluation, and Learning (MEL)

- Support SEFF's wider monitoring and evaluation framework by gathering quantitative and qualitative data from all project teams.

- Help define performance indicators and develop tools to measure the impact of SEFF's work.
- Assist with preparation of annual reports, funding bids, and evaluations by collating and interpreting relevant evidence.
- Promote a culture of continuous improvement by helping staff use research findings and data analysis to shape future projects and services.

5. IT & Systems Management

- Oversee CRM systems management and implementation and training new and existing staff.
- Maintain oversight of SEFF's cloud-based digital filing systems - Sharepoint.
- Manage Microsoft 365 administration (new starters, leavers, permissions).
- Maintain IT equipment registers.
- Coordinate external IT contractors and manage service agreements.
- Support website updates in collaboration with the Chief Executive and Operations Manager.
- Lead implementation and monitoring of time management system- BLIP.

Essential Criteria:

- Relevant degree level qualification in IT, data management, research, or a related field & 2 years' proven experience in managing or assisting the IT department of an organisation and providing first line technical support.
  or
- Minimum 3 years' proven experience in managing the IT department of an organisation and providing first line technical support.
- Strong analytical and data management skills, with experience in Excel, Advice Pro, or equivalent database tools.
- Understanding of GDPR, data protection, and information governance.
- Excellent attention to detail, accuracy, and confidentiality in handling sensitive data.
- Strong written and verbal communication skills, with the ability to present data clearly to varied audiences.
- Proven organisational and time management skills
- A proactive and problem-solving mindset.

Desirable Criteria:

- Experience in the voluntary/community sector or with a victims/survivors support organisation.
- Knowledge of Advice Pro, CRM systems, or bespoke case management software.
- Experience supporting monitoring and evaluation (M&E) or research projects.
- Full UK driving licence and access to transport.

Employee Value Proposition:

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas
- Hybrid and flexible working opportunities
- Flexible office hours
- A Staff Wellness Framework
- Employee Assistance Program
- Financial support and investment towards CPD training opportunities

- Great workplace culture and team-building events