Philadelphia VIP
The hub of pro bono legal services in Philadelphia since 1981

JOB ANNOUNCEMENT – Manager of Data & Analytics

Philadelphia VIP, the hub of pro bono in Philadelphia, recruits, trains, and supports volunteer attorneys who provide free legal services to low-income clients.

Philadelphia VIP seeks an accountable, goal oriented, team player to provide the day-to-day technical leadership for Philadelphia VIP's cutting-edge IT infrastructure, information management system, and performance management initiatives. Within the Operations team, the Manager of Data & Analytics will use specialized knowledge and judgment to collect and report actionable information and conclusions, to ensure that VIP's Board, management, and staff can make informed business decisions to advance VIP's mission and communicate VIP's impact and outcomes to key stakeholders. The Manager of Data & Analytics will also develop and maintain current and future data sources, monitor datasets, provide quality control, and plan for future data and technology needs. The candidate should be a self-starter, highly accurate and detail oriented, and successful at planning major projects and meeting deadlines. The candidate should be able to communicate quantitative concepts and findings clearly and effectively, both orally and in writing. The Manager of Data & Analytics should value volunteers, enjoy working on a collaborative team, and care deeply about access to justice for underserved communities.

This position requires a Bachelor's Degree and coursework in quantitative areas, including but not limited to Management Information Systems, Statistics, and/or Mathematics. The candidate needs experience with Microsoft Office applications, and strong knowledge and skills in essential software applications related to data capture, analysis, and presentation, including but not limited to relational databases (e.g., SQL, Access, Python), statistical programs (e.g., R, SAS, Excel), and visualization tools (e.g., Tableau, PowerPoint, Flare). This position is full time and exempt, with generous benefits and a great team atmosphere.

Reporting to the Director of Operations, the Manager of Data & Analytics will:

Manage and leverage VIP's core information system (Legal Server):
- Maintain and modify databases to capture program data from multiple sources, such as volunteer and donor profiles, case records, and registrations.
- Create, analyze, and maintain quality control protocols for core program data, identifying inaccuracies and outliers, and communicating with staff to ensure data is correct.
- Consult with staff to develop database modules, calculations, and analytic processes to serve diverse stakeholders, including funders, program directors, and regulators.
- Use computer coding and programming skills as needed to clean, merge, aggregate, and format datasets and to adapt databases with needed additions.
- Analyze VIP's core programmatic needs and implement technological solutions through Legal Server, when appropriate, to better serve VIP clients, volunteers, and staff.
- Execute the Legal Server training program and provide first line Legal Server user support.

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Design, analyze, and present quantitative reports for evidence based decisions:
- Design and execute data queries and reports for outcomes measurement and program evaluation by VIP's Board, management, funders, and other stakeholders.
- Develop and utilize standardized protocols to identify and correct dataset issues and systematize data for future analysis.
- Support the Strategic Planning Committee and provide monthly reports on progress towards current plan.
- Serve on the LegalStat task force and analyze trends, data, and gaps in service that will enable Philadelphia's legal community to better provide pro-bono legal aid to low-income residents.
- Create surveys, tables, figures, and charts for research, presentations, and publications.
- Present findings orally and in writing to stakeholders and staff as needed.

Provide proactive operational support for critical agency infrastructure and programs:
- Provide 1st tier user support and coordinate technical troubleshooting. Work closely with the Director of Operations to escalate issues to technology and software vendors when needed.
- Document and implement best practices for maintaining agency infrastructure and programs.
- Analyze VIP's core programmatic needs and implement technological and infrastructural improvements, when appropriate, to better serve VIP's clients, volunteers, and staff.
- Develop and implement new volunteer data protocols and maintain accurate volunteer data.
- Assist with VIP's role as accredited CLE course provider, including data capture and analysis through attorney enrollments, credit fulfillment, and program evaluation.
- Assist with planning, execution, and follow-up for clinics, trainings, and other events.
- Maintain and upgrade agency technology, software, equipment, and devices.
- Monitor VIP website to implement system updates and maintenance.
- Document procedures and instructions as needed.
- Assist with implementation of information governance and records retention policy.
- Provide administrative support as needed and perform other duties as assigned.

DEADLINE: ASAP - submissions will be reviewed on a rolling basis with priority to those received by November 18, 2016**. HOW TO APPLY:** E-mail cover letter (please include salary requirements and potential start date), resume, unofficial transcript, and list of pertinent courses, program proficiencies, and certifications, to Pranshu Verma, Director of Operations, **pverma@phillyvip.org**. Please, no telephone calls.

PHILADELPHIA VIP IS AN EQUAL OPPORTUNITY EMPLOYER.