

**Community Families National Data Quality Officer**

**Purpose of Position:**

Manage the Community Families National CRM system and coordinate the national monitoring, evaluation and reporting activities of Community Families Programme.

**Reporting to:**

National Home Visiting Manager

**Supervised by:**

ELI Research Lead

**Key Relationships:**

* Community Families National Senior Coordinator
* ELI National Home Visiting Manager, Director and Assistant Directors
* ELI National Centre and Research Team
* National Community Families Oversight and Support Group
* Organisations implementing or intending to implement Community Families Programmes across Ireland, in particular Managers, Coordinators and Home Visitors delivering the Programme
* National stakeholders, in particular National Home Visitor Manager and Data Quality Officer, Tusla, HSE, Enclude, Home Visiting Alliance members,
* ELI staff team
* National College of Ireland

**Key Responsibilities:**

* Manage the implementation of the Community Families National CRM system in collaboration with Enclude and local Community Families sites
* Support local Community Families sites to use the CRM system to input, analyze, upload and report at local and national level.
* Coordinate and quality check the national data collection, monitoring, evaluation and reporting activities of the Community Families Programme.
* Collection, collation and validation of qualitative and quantitative data using the Community Families CRM system and other methodologies.
* Using the CRM system to prepare and maintain records, and/or test data.
* Providing information and preparing reports for Community Families National Oversight and Support Group, ELI Community Families Team, local sites, Tusla, HSE and other stakeholders.
* Ensure alignment of the Community Families outcomes framework with developments at national level.
* Proactively analyze data to identify trends, relationships and important data points.
* Work closely with the National Community Families Oversight and Support Group, National Home Visiting Manager and Data Officer, organisations implementing or intending to implement Community Families and ELI Research team to coordinate the implementation of all research and evaluation processes/systems.
* Build the capacity of Community Families programme teams to participate in research activities and contribute to its research goals and strategy.
* Assist in the dissemination of learnings from the Community Families programmes and research projects through papers, conferences, presentations, and other relevant stakeholder platforms.
* Liaise with key stakeholders, including Tusla, HSE, ABC Programme, National Healthy Childhood Programme and other relevant Programmes, Home Visiting Alliance, funders, and other ELI teams and Departments within NCI
* Other appropriate research and administrative activities as needed.
* Any other duties assigned by the ELI Research Lead, Community Families Senior Coordinator and/or Director/Assistant Directors/ELI National Home Visiting Manager.

**Key Attributes:**

* A relevant 3rd level qualification
* In depth knowledge of and experience in using a CRM systems
* Excellent research, administrative and organisational skills
* Excellent IT skills in Ms Excel Ms Word, EvaSys, CRM systems, SPSS and other relevant research packages etc.
* Professional interest in early years education and family-based learning.
* Experience of both qualitative and quantitative research.
* Ability to work closely with staff delivering services to marginalised families and have an understanding of the issues of marginalization and its impact on data collection and evaluation.
* Ability to deal effectively with a wide variety of College personnel, community stakeholders and other outside individuals/organizations.
* Good time management skills with the ability to produce results to deadlines.
* Ability to operate as a team player in a cross disciplinary, integrated team, sharing roles and responsibilities.
* An energetic, confident and pro-active individual with strong interpersonal and communication skills.

**Contract:**

Full time and Fixed term 1 year contract (subject to funding)

**Salary:**

(€31,059 - €44,354)  Administrator Salary band

**Annual Leave:**

24 Days per annum pro rata

**Hours:**

Full time 35 hours per week

**To Apply:**

Please apply with a CV and cover letter both in PDF format ONLY, quoting reference number: NCI 1081 to: [recruitment-cdolan@ncirl.ie](mailto:recruitment-cdolan@ncirl.ie) by 5:00 pm, 28th May 2025.

**Note:**The functions and responsibilities assigned to Community Families National Data Quality Officer are based on the current stated role and objectives of the College. These functions and responsibilities may alter in line with any change in the role and objectives of the College.

The successful applicant will be subject to Garda Vetting and must not have any convictions under the Sex Offenders Act 2001.

**The Importance of Confidentiality**

We would like to assure you that protecting confidentiality is our number one priority. You can expect that all enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

**Candidates' Obligations**

In submitting a completed Curriculum Vitae and supporting documentation, candidates are declaring:

* That all the particulars furnished in their application are true and correct without omission and that they are aware of the qualifications and particulars for this position.
* That to the best of their knowledge that there is nothing in relation to their conduct, character or personal background of any nature that would adversely affect the position of trust in which they would be placed by virtue of this appointment.
* Their irrevocable consent to NCI making such enquiries as deemed necessary in respect of their suitability for the post in respect of which their application is made.
* Their acceptance and confirmation of the entitlement of NCI, as appropriate to, reject their application, or to terminate their employment (in the event of a contract of employment having been entered into on foot of this competition) if they have omitted to furnish NCI with any information relevant to their application or their continued employment or where they have made any false statement or misrepresentation relevant to this application or their continuing employment with the College. #

Candidates should note that they may be required to submit documentary evidence in support of any particulars given by them in their application for the post.

**Data Protection Acts 1988 to 2018 and the Freedom of Information Acts 1997 to 2014 as amended**

Data collected for the purposes of recruitment activities

*NCI conducts recruitment processes to fill vacancies within the college. When applying for these competitions applicants are asked to submit a range of documents, e.g., a completed application form, CV and/or a personal statement or cover letter. For the purposes of recruitment activities, we will not collect any personal data that we do not need to assess your candidature for a role with us.*

**Legal Basis for Processing**

*NCI ’s legal basis for the processing of this data is a combination of individual consent, contractual necessity and legal obligations.*

**Withdrawal of Consent**

*Applicants can withdraw their consent for the processing of their personal data at any time by notifying the College. It is important to note that withdrawal of consent prior to the completion of the process will be considered as a withdrawal of the application.*

What we do with your data

*People who are directly employed by NCI and are based in Ireland process all the personal data collected for both recruitment and HR purposes.*

**Shortlisting**

*HR draft up the shortlisting documents and provide the initial screening to determine if a person meets the essential criteria of the competition. A shortlisting panel is generally made up of two senior grade staff members from the relevant department for which the role is being recruited.*

**Sharing of your data**

*Where you have been successfully shortlisted for a post, each interview panel member will be furnished with a copy of the relevant information of those who will be attending interview in order that they can review applications in advance of the interview process. All such information will be returned to NCI and shredded following the competition process. Some of the interview panel will be external interviewers, who are not employees of NCI but are engaged for the purpose and are strictly subject to the rules and policies of the College.*

**Access**

*Applicants can request and receive access to their data at any time and can request and receive a copy of this data, in electronic/transferable format.*

**Erasure**

*Applicants can request the data held be erased. In this case, the application for a position is considered withdrawn.*

**Rectification**

*Applicants can have any incorrect information corrected.*

**Objection / Withdraw**

*Applications can object to this information being processed and/or can request to withdraw from the application process*

**Complain**

*Applicants can make a complaint to our internal Information Governance and Data Protection Officer*

**NCI Information Governance and Data Protection Officer**  
National College of Ireland, Mayor Street, IFSC, Dublin 1  
Tel (Direct): [+ 353 1 4498 523](tel:+35314498523) ; Tel (Reception): [+ 353 1 4498 500](tel:+%2035314498500)

And/or make a complaint to the relevant authority  
Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28  
Tel: [+353 (0) 761 104 800](tel:+353761104800)

National College of Ireland is an equal opportunities employer and is a Member of the Athena SWAN Charter. NCI is committed to serving our diverse community and welcomes applications from underrepresented groups.

