

# Impact and Engagement Data Internship

Join the team





# Who we are

Since 1988, Care for the Family has been a charity that exists to strengthen families. As an organization our vision has always been to not only provide help and support in the tough times, but to help families put down strong roots in the good times, helping them to weather the storms of life if and when they arise.

We offer courses, events and resources to promote and support thriving family life, as well as preventative care to assist families through crises and help prevent relational breakdown. We operate specialist initiatives such as our national befriending support, coming alongside families who are facing the most challenging of circumstances, including parenting children with additional needs or coping with the loss of a child.

We are motivated by Christian compassion and love and are committed to supporting families of all faiths or none, with quality services and resources.



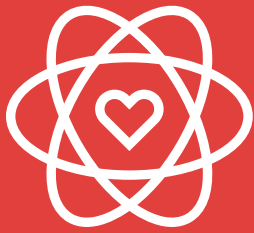
## Our Mission

We exist to strengthen and support family life.



## Our Vision

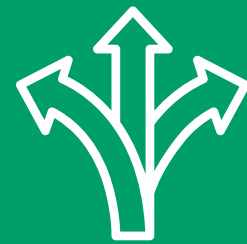
That all families will be able to find support during challenging times, and encouragement in the good times.



## Our Values

We will seek to act:

- with generosity of spirit
- with vulnerability
- by honouring the least



## Our Approach

The focus of our work is:

- with adults
- universally accessible
- evidence-based

## Employment Ethos

Care for the Family is a Christian organization and for some roles there is an occupational requirement for the post holder to be able to demonstrate a commitment to the Christian faith. If there is such a requirement it will be included in the job description. Where this is the case, prospective staff will be asked to confirm that they affirm our statement of faith.

# How our work helps

Each year, over



**70,000**  
people

access Care for the Family services.



During 2024,



**110**

**new facilitators**

were trained who are now fully licensed and equipped to run the *Time Out for Parents* courses.

Each year



**50**

**single parent families**

are given a week-long adventure holiday to strengthen their family.

We reach over



**16,000**  
people

a year through our live events all over the UK.

Several hundred parenting courses were run by licensed facilitators, reaching over



**2,000**  
parents

across the UK.

Our teams produce over



**100**

**resources**

each year to support families whatever they are going through.

Through our befriending service



**100s**  
**of individuals**

are supported each year, providing unique peer-to-peer support from trained befrienders.

# Why work at Care for the Family?

- ✓ The knowledge that you are part of a team making a difference to family life in our nation, and beyond.
- ✓ 5 weeks annual leave (pro rata) rising to 6 weeks after 2 years' service, plus bank holidays.
- ✓ 10% non-contributory employer personal pension scheme.
- ✓ Security for your loved ones through company life insurance to the value of three times your annual salary.
- ✓ Family-friendly culture (the doors are locked at 6pm!) and policies including enhanced maternity pay.
- ✓ Secure, free parking for all employees - taking some of the stress and cost out of getting to work.
- ✓ Bottomless free tea and Fairtrade 'Kingdom Coffee' available all day.
- ✓ Prayer meetings twice weekly, as well as a dedicated prayer space in our Tovey House office.
- ✓ Staff conferences and events to build relationships, equip and encourage.
- ✓ Access to an Employee Assistance Programme and a variety of staff wellbeing groups.



STAFF DEVELOPMENT  
THE BIRKMAN METHOD

At Care for the Family, we use a self-assessment tool called The Birkman Method.

We use Birkman to help increase awareness of ourselves and others and improve communication and relationships. Birkman has been used all over the world for 65 years to develop leaders, improve teamwork, and help us gain insight into our usual style, interests, needs and stress behaviours.

# Impact and Engagement Data Internship

## Role Description

- Hours:** Full time (37 hours per week)
- Location:** Care for the Family, Tovey House, Newport, NP10 8BA
- Duration:** 1 year (fixed term)
- Reports to:** Data Insights Manager/Marketing and Website Manager
- Salary:** £24,455 (plus 10% non-contributory pension contribution)

At Care for the Family, every data point represents a person or a family we've supported, or a donor who makes that support possible.

These Impact and Engagement Data Internship roles are about more than just numbers; it's about understanding the "why" behind the data. You will work closely with our Data Insights Manager and Marketing Manager to help us understand our beneficiaries and donors better and ensure our systems are robust enough to support our mission as we grow. You will be turning raw data into clear stories that inform our future strategy.

How do we know our events are making a difference? How effective was our last marketing campaign? These roles are about surfacing insights that help us grow our reach. We have a wealth of information sitting in our databases, and we need someone to help us join the dots. In this role, you won't just be crunching numbers; you'll be an internal consultant, helping our teams understand how their daily work impacts the charity's wider mission.

This is a great opportunity for anyone who is interested in working with data to flex their analytical muscles and sharpen their skills in a supportive environment where they can develop skills that will transfer into a wide range of future career options.



## Key Responsibilities

- **Impact Mapping:** Helping teams capture and analyse “outcomes” data – the real-world change our charity creates
- **Marketing and fundraising Analysis:** Reviewing campaign data to see what resonates with our audience
- **Team Secondments:** Spend time embedded within operational teams to understand their “pain points” with data
- **Dashboard Creation:** Building simple, visual reports that help managers understand at a glance how their department is performing
- **Data Analysis:** Use Excel and Power BI to surface trends in things such as resource sales or financial performance
- **Training and Support:** Help staff become more confident in using our CRM to find the answers they need
- **Data Quality:** Working with teams to ensure the information we put into our systems is accurate and useful
- **Process Improvement:** Recommend changes to working practices to improve data quality at the point of entry



## Person Specification

### Essential:

- **Recent graduate** or equivalent experience in a role requiring logical thinking or data handling
- **Analytical Mindset:** You enjoy spotting patterns and trends in information
- **Naturally Curious:** You're the kind of person who asks "Why do we do it this way?" and "Could we do it better?"
- **Team Player:** You are happy to roll up your sleeves and help a team rethink their working practices.
- **Communication Skills:** You can present your findings in a way that is visual, easy to digest, and actionable. You can also grasp and explain technical concepts to non-technical colleagues without using jargon
- **A People Person:** You are personable, friendly and good at building healthy working relationships with people across the organization
- **Tech-Comfortable:** You absolutely don't need to be a coder, but you should be a confident user of standard MS Office tools (especially Excel) and be prepared to work within a complex integrated data environment, engaging with systems such as Microsoft Dynamics 365, Sage 200 and WooCommerce
- **Values Driven:** You are excited about using your skills to support families across the UK

### Desirable:

- Experience in a third sector/charity environment
- Familiarity with CRM systems
- Understanding of analysis and reporting of KPI metrics
- Experience in delivering training or "how-to" guidance



## Additional Information

Although we are an organization built upon a Christian ethos, we do not consider this role to be one which carries an occupational requirement for the post holder to be a practising Christian under the requirements outlined in Part 1 of Schedule 9 of the Equality Act 2010. However, due to the nature of the organization and the integral part this role will play, we would like someone who is comfortable working in a Christian context and working to support our Christian ethos.

## Terms and Conditions

This is a full-time, one-year fixed-term position. The salary will be £24,455 per annum.

This position is 37 hours per week.

The position is offered subject to the satisfactory completion of a three-month probationary period.

Holiday entitlement is five weeks per annum.

CFF operates a group personal pension scheme and will contribute to an employee's plan, within the scheme, a monthly payment equivalent to 10% of their gross monthly salary once conditions for entry to the scheme have been met.





Want to know what life is like at Care for the Family?

Have a watch of our introductory video:



## Life at Tovey House

Relationship is at the heart of everything that we do. For that reason, we place a high value on working together collaboratively in our Newport office. Just moments from the M4 and A48, Tovey House provides a purpose-built, comfortable, modern and welcoming environment.

We are just a few miles from Cardiff, and 45 minutes from Bristol. Tovey House underwent a complete renovation in 2019, creating an attractive office space with room for collaboration and hosting events. We have ample free parking, and a hotel, pub and coffee shop a 5-minute walk away.



Care for the Family is a Christian initiative to strengthen family life, offering support to everyone.  
A registered charity (England and Wales: 1066905; Scotland: SC038497).  
A company limited by guarantee no. 3482910. Registered in England and Wales.  
Registered office: Tovey House, Cleppa Park, Newport, NP10 8BA.

