



Sr. Mission Insight Analyst

We see a world where each individual understands their God-given mission in life and is doing their best to fulfill it; a world where Catholic leaders are influential voices in society; a world where Jesus' example of loving, servant leadership is modeled in every family, workplace, parish, and community.

The Sr. Mission Insight Analyst supports the Catholic Leadership Institute to ensure data is leveraged to support organizational growth and innovation and to provide and maintain the highest quality of service. The Sr. Mission Insight Analyst uses technology and data to measure ministry impact, evaluate best practices and common obstacles, inform innovation to serve the Church and leadership best, and translate the data into sharable and accessible reports and presentations. Under the direction of the Vice President, Innovation and Development, s/he will manage all aspects of ministry data collection, validation, ongoing assessment, reporting, and provide insight to future mission innovation. The Sr. Mission Insight Analyst is actively engaged with our innovation, ministry development, client delivery, and system teams. S/he proactively recommends and implements data collection processes, provides ongoing insights into best practices and ministry needs, and translates key findings into accessible internal and external reports.

This position can be local to the Malvern, PA office, hybrid or remote. Some travel is required.

Critical Qualifications/Skills

- Practicing Catholic
- Understanding of Catholic culture, structures, parish life, ministries, and roles
- Demonstrated data analysis skills, including exposure to and basic understanding of statistical analysis, creating insightful reports, data problem solving, change management, effectiveness measurement, quality management, as well as designing and implementing testing
- Creating and implementing data management collection techniques
- Analyzing data to uncover better ways to implement ministry goals
- Identifying program/service development opportunities based on data collected and analyzed
- Ensuring changes in programs and outcomes are well-documented.
- Validating data and implementing quality control measures to ensure the continued success of programs
- Passionate about creating solutions for customer problems
- Support senior team members in the reporting and analytics team in documentation, offer process improvement ideas, and remove roadblocks leading to the success of delivery of goals
- Excellent organizational skills as well as both verbal and written communication, interpersonal, and relationship management skills
- "Self-starter" committed to customer satisfaction/project delivery and able to respond to rapid change within the organization
- A self-motivated team player
- Understanding of coding skills in languages such as Python or similar methods
- Advanced skills in Microsoft Office suite required
- Experience with Salesforce, Adobe InDesign, or other desktop publishing tools

Education and/or Experience

- Bachelor's Degree required; advanced degree a plus
- 2-4 years business analytics, data analysis or similar business experience.
- At least 2 years of experience working with and demonstrating knowledge of data governance, data quality management concepts and data quality tools (i.e. Informatica DQ)
- At least 2 years of experience working within process management and improvement methodologies

Key Responsibility Areas

AREA	KRA
<p>Measure Mission Impact and Effectiveness and Service Consistency and Quality Control</p> <p>(40%)</p>	<ul style="list-style-type: none"> • Create, monitor, track, and manage service impact measurements. • Develop and manage client satisfaction and feedback collection process. • Coordinate internal communication with key stakeholders to ensure impact measurements findings are being shared and discussed. • Establish critical metrics collection process and timeline throughout the life cycle of services offered. • Secure the appropriate internal and external, as necessary, resources to collect, evaluate, and share impact measurement results. • Leverage technology solutions, as appropriate, using research and industry best practices. • Provide internal staff with training and necessary resources to share and teach clients in understanding their ministry data. • Manage organizational statistics and impact measurement.
<p>Data Reporting and Visualization</p> <p>(30%)</p>	<ul style="list-style-type: none"> • Continually assess existing data, make recommendations, and implement necessary process improvements to internal and external mission insight reports and summaries. • Elevate data and provide timely reports on key impact measurement findings to key stakeholders. • Oversee the documentation of all internal and external communication of impact measurement results and best practices. • Provide reports, service summaries, and data visualization for marketing efforts and external partnerships. • Manage process and creation of symposium white papers, and grant metric reporting.
<p>Data-driven Innovation</p> <p>(30%)</p>	<ul style="list-style-type: none"> • Assess the data set and mine for best practices or opportunities to improve Catholic Leadership Institute's service to the Church and its leadership. • Manage and lead third-party data science contracts and relationships—leverage such resources to further the organization's goals and services. • Analyze data, and provide a recommendation to the innovation and fulfillment teams based on impact measurement results. • Improve data collection and reporting processes and timelines. • Share learnings, identify trends and recommend programmatic changes based on analysis.

Critical Success Criteria

- **Self-Assurance and Humility:** Has deep trust in the Lord and in one's ability to meet most challenges. Inspires self and others to fulfill commitments and achieve a positive outcome. Does not seek personal recognition but is committed to the success and growth of others. Makes it about the other person rather than about self. Invites others to more fully participate and open up. Understands that "I have to do it myself and I can't do it alone." Values excellence and is committed to lifelong growth in holiness,

confidence, and competence.

- **Comfortable with Ambiguity:** Has ability to 'go and figure it out' when all necessary information is not available. Is willing to make quick decisions even without all the facts. Handles deviations from routine without assistance; readily accepts changes in procedures, assignments and priorities. Takes change in stride; adapts, improves and overcomes obstacles and challenges. Can balance competing priorities in assignments. Doesn't dwell on the negative or downside of things or decisions.
- **Resilient Drive:** Has the ability and energy to do what it takes to be faithful to God's call and to one's unique role in service to Catholic Leadership Institute's vision and mission. Is motivated to achieve his/her goals and to support the goals of the organization, knowing that this will require effort, flexibility and skill. Anticipates problems and obstacles and brings resourcefulness and a "can-do-spirit" to both short and long-term goals and tasks. Finds satisfaction in the living out of one's purpose and values. Is committed to personal and professional development.