



WE MIND THE  
**GAP**™

Data & Digital  
Support Officer

Recruitment Pack  
January 2026

# Data & Digital Support Officer



## Overview

This role is a 12-month appointment and open to a young person aged 18 – 26 ONLY.

That is because the role is funded by the Rank Foundation and will require you to participate in their exciting 'Time to Shine' leadership programme; a 7-week series of residential trips, action learning sets and leadership workshops that will launch your career in the social sector.

This once in a lifetime programme will support you as you work alongside our Data Analyst and Impact officer to 'mind the gaps' within the two IT platforms that support the infrastructure of WeMindTheGap, namely our internal management system and external Learning Management System.



# Data & Digital Support Officer



## Employment Details

Salary: £25,500	Contract: 12-month fixed-term
Start date: 23/03/2026	Working hours: 37.5 hours a week
Location: Hybrid role with 3 days a week in our Wrexham, Flintshire or Chester Hub, and 2 days working from home	
Annual Leave: 25 days excluding bank holidays	

- Ability to drive is preferable but not mandatory.
- All applicants will be required to provide valid evidence of their right to work in the UK as part of the pre-employment checks.
- As we work with vulnerable adults and children, you will be asked to provide a clear Disclosure and Barring Service statement.
- You will be supported by a dedicated line manager and Time To Shine manager.



# Data & Digital Support Officer



## The Application Process

- Your application will be evaluated against our person specification by our Head of Impact and Impact Officer.
- If you require reasonable adjustments at any stage of the process please contact [Brom@wemindthegap.org.uk](mailto:Brom@wemindthegap.org.uk).
- WeMindTheGap are committed to Equal Opportunities, welcoming applications from the whole community.
- WeMindTheGap are committed to the development of Young People and will endeavour to provide feedback to all applicants.
- Your data will be managed in-line with GDPR. We will retain your data for no more than 3-months from the conclusion of the application process.



# Data & Digital Support Officer



## The Application Process

- STAGE 1 - send both of the following files to [Brom@wemindthegap.org.uk](mailto:Brom@wemindthegap.org.uk) by 12:00pm on 16/02/2026:
  - your CV. No more than one side of A4.
  - a 250-word or 2-minute video description of a personal or professional system you have organised and tell us why you chose that approach (e.g. bookshelf, web-browser bookmarks, volunteering timetable, etc)

You will be notified of the outcome by 12:00pm on 17/02/2026

- STAGE 2 - if successful you will be invited to our Wrexham hub on either 25/02/2026 or 26/02/2026 to complete:
  - a 30-minute Q&A with our Gappies
  - a 15-minute data-driven task followed by a 30-minute Q&A

You will be notified of the outcome by 17:00 on 27/02/2026



# Data & Digital Support Officer



## The Role

You will work alongside our Data Analyst and Impact Officer to explore the two IT platforms that support the infrastructure of WeMindTheGap, namely our internal management system and external Learning Management System.

## Key Responsibilities

- Support the Data Team in uploading, monitoring, and managing data, developing an understanding of why data is captured, collated, and stored across organisational platforms.
- Evaluate the internal management system, assessing its fitness for purpose, risks, benefits, and potential costs associated with transitioning to a new platform.
- Contribute to platform migration work, assisting with planning, development, and gaining hands-on experience in data or system migration projects.



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- Work with the WeDiscover digital delivery team to understand how the Learning Management System (LMS) supports digital engagement for young people.
- Review LMS content, including sessions, links, and resources, to help create a best-practice handbook ensuring timely, relevant, and high-quality uploads.
- Design and deliver a training module to support organisational growth and digital skill development as part of your leadership journey.
- Explore opportunities for integration between the internal management system and the LMS, helping prepare an integration plan, cost estimates, and supporting the delivery of this work.
- Develop project management skills by contributing to planning, coordination, and execution of integration and improvement projects.
- Identify internal resource and skills gaps across teams and recommend an upskilling plan, contributing to long-term capability building within the organisation.



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## Person Specification

Criteria Type	Description
Essential	Strong understanding of confidentiality and safe handling of sensitive personal data.
Essential	Curiosity and willingness to learn, with commitment to developing new digital and data skills.
Essential	Basic digital literacy and ability to navigate online platforms and tools.
Essential	Good organisational skills, able to plan weekly/monthly tasks and follow a “plan-do-review” approach.
Essential	Attention to detail when uploading, monitoring or managing data/content.
Essential	Clear communication skills, able to present findings to others.
Essential	Collaborative mindset, able to work with data, digital delivery and colleagues.
Essential	Responsiveness to weekly delivery plans (LMS strand) and ability to maintain timely, relevant content.

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Desirable	Familiarity with project management concepts or tools.
Desirable	Experience with any LMS or content management platform.
Desirable	Basic understanding of data protection (e.g., principles of data sharing, GDPR awareness).
Desirable	Exposure to data processes, such as data validation, dashboards, or simple analysis.
Desirable	Experience supporting platform or data migration projects.
Desirable	Skills in training delivery or creating simple learning materials.
Desirable	Interest in systems integration, such as how two platforms could work together.

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## More about WeMindTheGap

We give new opportunities to young people who deserve better.  
We fill the gaps with unashamed support, love & care.



A supportive, nurturing programme for 11-15 year olds who are struggling with traditional education. Building confidence, resilience, and a sense of belonging for students wherever they are, in school or at home.



A virtual programme for 16 – 25 year olds. A chance to gain new skills and experiences with the support of a mentor, building a plan for a bright future.



A life-changing programme for 18-25 year olds, including six-months' paid employment, work placement, coaching and mentoring sessions, activity days and experiences.



A programme designed for young people aged 16-25 who are motivated to work but face challenges in securing employment or voluntary roles through traditional routes. The focus is on identifying and addressing any 'barriers or gaps', such as experience, skills, or confidence.



We offer lifelong support and a safe and trusted team to talk to whether that's help with education, employment, volunteering, welfare and wellbeing.

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## More about WeMindTheGap

### OUR MAGIC CS -The values that we live by...



The magic ingredients, mixed with a big cupful of love. The encouragement, reassurance and genuine care we extend to every individual is fundamental to them developing the confidence to explore their choices in the world.



We walk alongside our trainees, take the initiative, make good things happen and always focus on a solution, not a problem.



We do what is right and not what is easy.



We build positive relationships with and between our trainees and the world, to create their rightful place within a meaningful community.



We are always here, and always will be: people and places of safety who keep our promises and provide the support, challenge and care that our trainees deserve.



We will go to the ends of the earth to make sure that our trainees have the wherewithal to be 'pilots of our own lives'.



We believe absolutely in our vision, our model and the impact we deliver.



We ask why, to keep learning, to help our trainees grow and develop, to grow and develop best practice that others can learn from.



We have the space, time, resilience and support required to perform our respective roles to the best of our ability.



We celebrate every success, no matter how big or small.

