UNITED WAY
South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

Title:	**Manager of Data and Community Impact Operations ($60,000 - $65,000)**
Department:	**Community Impact**
Report To:	**Director of Thriving Families**
Date Created:	**September 2026**
FLSA Status:	**Exempt**

Why Work for United Way:

Do you want to leave work every day knowing that you have made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

Objectives & Expectations:

The Manager of Data and Community Impact Operations provides leadership and operational oversight for United Way of South Hampton Roads' Community Impact data, reporting, and community investments processes. This position serves as a key connection between data, strategy, community investments, partners, volunteers, and organizational decision-making. The Manager of Data and Community Impact Operations is responsible for ensuring that Community Impact data is accurate, accessible, meaningful, and used to inform strategy, while also managing the systems, processes, and administrative infrastructure that support UWSHR's community investment and agency engagement activities.

The Manager of Data and Community Impact Operations serves as the primary administrator and subject matter resource for UWSHR's Community Impact data systems, including e-CImpact, Apricot and other applicable databases and reporting platforms. The position supports the full community investment lifecycle, including agency certification, funding opportunities, application processes, volunteer review, grant agreements, reporting, compliance, and communication with funded and prospective agencies.

The Manager of Data and Community Impact Operations also provides cross-functional support to Community Impact initiatives by maintaining data, coordinating reporting, supporting program operations, and ensuring continuity of processes. This position requires a strong combination of data management, analytical thinking, project management, relationship management, technology, and process improvement. The successful candidate will be able to translate data into meaningful information, identify opportunities for improvement, and build systems that make the work of Community Impact more effective and sustainable.

Commitment to Equity, Diversity & Inclusion:

We take the broadest possible view of diversity.
We value the visible and invisible qualities that make you who you are.
We welcome that every person brings a unique perspective and experience to advance our

mission and progress our fight for the health, education, and financial stability of every person in every community.
We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.
We strive to include diversity, equity, and inclusion practices at the center of our daily work.
We commit to using these practices for our business and our communities.

Cultural Competence:

The Manager of Data and Community Impact Operations applies a lens of cultural competence that conveys empathy, support, and an understanding of the people and communities they work with, both internally and externally. This competency helps build trust and effective engagement, strengthen relationships, expand UWSHR's reach, and ensure that data, investments, processes, and partnerships are approached in a respectful and equitable manner.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Key Accountabilities include the following**:**

1. Leading Community Impact data management and reporting to ensure data is accurate, timely, accessible, and useful for organizational decision-making.
2. Managing Community Impact data systems and technology, including system administration, configuration, reporting, data quality, user support, and documentation.
3. Supporting the Director of Thriving Families with the management of and improving Community Investment processes, including agency certification, applications, reporting, agreements, volunteer review processes, and related administrative requirements.
4. Supporting strategic investment decision-making through analysis of community, agency, program, financial, and outcome data.
5. Ensuring effective data collection and reporting across Community Impact initiatives and funded partnerships.

6. Providing technical assistance and relationship-based support to community partners, volunteers, and internal staff.
7. Supporting cross-functional data and reporting needs for Programs, Resource Development and other UWSHR initiatives.
8. Translating data into actionable insights that help leadership understand community needs, investment trends, program performance, opportunities, and gaps.
9. Serving as a strategic thought partner to Community Impact leadership in planning, problem-solving, evaluation, resource allocation, and continuous improvement.

Essential Duties and Responsibilities include the following:

I. Data Strategy, Management & Analytics

- Advance United Way's capacity to measure results and communicate shared measures.
- Take a lead role in ensuring the effective and accurate collection of data and helping to streamline organizational reporting processes on a continuous basis.
- Serve as the system administrator and internal subject matter resource for Community Impact data systems and databases, including e-CImpact, Apricot, and other applicable platforms.
- Develop and implement database operation manuals and user guides for UWSHR and partner agency staff.
- Reporting duties include (but are not restricted to) report production for leadership meetings, board, committee and council meetings, impact reporting, and other stakeholder requests.
- Contribute to strategy, planning, problem-solving, and integration as a member of the Community Impact team.
- Consult with staff to understand requirements and opportunities to support data-informed decision making.
- Provide training and technical assistance to staff, partner agencies, volunteers, and other system users.
- Develop and maintain data security, confidentiality, and access practices consistent with organizational requirements.

II. Community Investments & Grantmaking Operations

- Support the Director of Thrive in managing the operational infrastructure supporting UWSHR's Community Investment and agency certification processes.
- Serve as the primary e-CImpact administrator and provide technical assistance to agencies and internal users.
- Post, track, and maintain Letters of Agreement, quarterly reports, required agency documents, and other Community Investment records.
- Support CI with monitoring agency reporting and certification deadlines and proactively follow up regarding outstanding requirements.

- Maintain accurate records related to agency certification, applications, funding, reporting, site visits, volunteer participation, and other Community Investment activities.
- Aggregate and organize Community Impact feedback from site visits, interviews, quarterly reports, and other agency engagement activities to support organizational learning and investment decisions.
- Coordinate the logistics of Community Investment Committee meetings, including scheduling, agendas, meeting materials, communications, documentation, and minutes.
- Support volunteer recruitment, communication, orientation, training, engagement, and tracking related to Community Investment activities.
- Monitor the Community Investments shared inbox and respond to, or appropriately route, general inquiries.
- Identify recurring issues, inefficiencies, or barriers in Community Investment processes and recommend improvements.

III. Strategic Investment Data & Learning

- Connect Community Investment data with broader Community Impact data to strengthen understanding of UWSHR's investments and their relationship to community needs and outcomes.
- Develop reports and analyses that help inform leadership decision making.
- Support analysis of agency, program, financial, demographic, geographic, and outcome information as appropriate.
- Aggregate qualitative and quantitative information from agency reporting, site visits, community engagement, and other sources to identify themes and opportunities.
- Support preparation of information for leadership, board, committees, funders, community partners, and other stakeholders.
- Help develop and maintain meaningful performance measures for Community Investment activities.
- Identify opportunities to improve how UWSHR captures, analyzes, communicates, and learns from investment data.
- Support continuous improvement by using data and stakeholder feedback to evaluate processes and recommend changes.

IV. Process Improvement & Operational Excellence

- Regularly evaluate Community Impact systems and processes to identify opportunities for increased efficiency, consistency, accountability, and user experience.
- Develop cross-training resources and provide coverage for key Community Impact processes when team members are unavailable.
- Maintain current operational manuals, workflows, templates, guides, and other internal resources.

V. Partner, Agency & Volunteer Support

- Build positive, responsive relationships with funded agencies, prospective applicants, volunteers, and community partners.
- Provide clear and timely communication regarding applications, reporting requirements, deadlines, technical assistance, and Community Investment processes.
- Support volunteers participating in Community Investment review processes by providing timely information, materials, scheduling support, and technical assistance.
- Help create a consistent and positive experience for agencies and volunteers interacting with UWSHR's Community Investment processes.
- Serve as a knowledgeable resource regarding Community Investment systems, requirements, timelines, and processes.

VI. Cross-Functional Collaboration

- Work collaboratively with Community Impact leadership and program teams to understand data and operational needs.
- Partner with Resource Development, Marketing, Finance, Operations, and other internal teams on reporting, communications, data, and investment-related initiatives.
- Provide information and data to support proposals, reports, presentations, funder requests, and organizational communications.
- Help communicate Community Investment results, community trends, and organizational impact through clear and compelling data and narratives.
- Participate in strategic planning, problem-solving, and integration as a member of the Community Impact team.
- Support organization-wide initiatives that require data, reporting, community investment, or project management expertise.
- Perform other duties as assigned.

Key Skills Requirements:

- Bachelor's degree with a curriculum or major field of study which provides substantial knowledge useful in administering large relational databases, and/or in computer science or information systems.
- One year of database and data management experience.
- Facilitation of training sessions for UWSHR staff on databases, dashboard creation, and aggregation of reporting.
- Project management skills with the ability to problem-solve, prioritize, delegate, and create systems and processes
- Excellent communication, interpersonal, listening, writing, and facilitation skills
- Ability to take concepts from initiation to completion with minimal supervision
- Microsoft Office skills and experience required
- Commitment to excellence and the mission of United Way.

Work Demands & Environment:

- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word.
- Exerting up to 20 of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects
- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of environmental conditions that may occur in an office, a private home, or elsewhere in the community including
- Temperature variations, unpleasant odors, and potential allergens
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions.

Interested? Please send your cover letter and resume to recruiting@unitedwayshr.org. We will continue accepting applications until the position is filled.

United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.