Q-Step Internship: Data Management and Analysis in Together Trust

Qi Wang, BA Linguistics & Sociology

Together Trust is a charity which offers support and care service to those vulnerable children and their families. As an intern in this organization, my main work is to manage data of service users in the charity and also conducting data analysis for different departments such as HR, CE Office and Media.

Objectives

Through the internship, the work I've done was a number of tasks which about the KPI related things and also helped the HR department, social media department, the chief executive's secretary to do pieces of data analysis. By downloading data from the CRM system, analysis was carried out via Excel and aimed to find out the trends of different types of service users and services the charity offered in recent years. I have also done a piece of project for the Fundraising team which aimed to find and collect data of potential partners. Changes of data through analysis were all represented by graphs and tables.
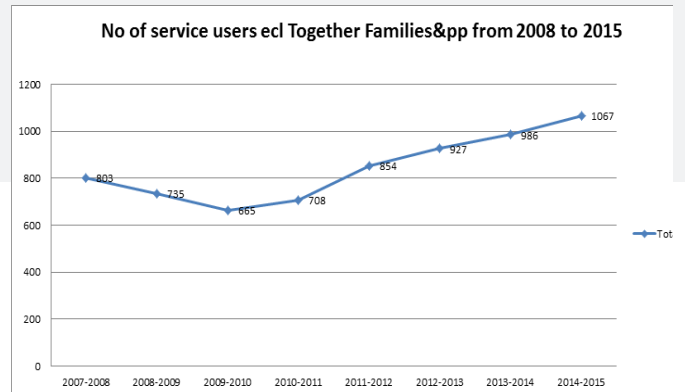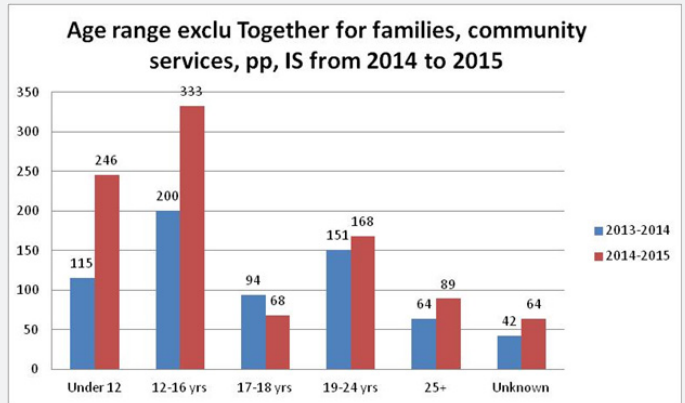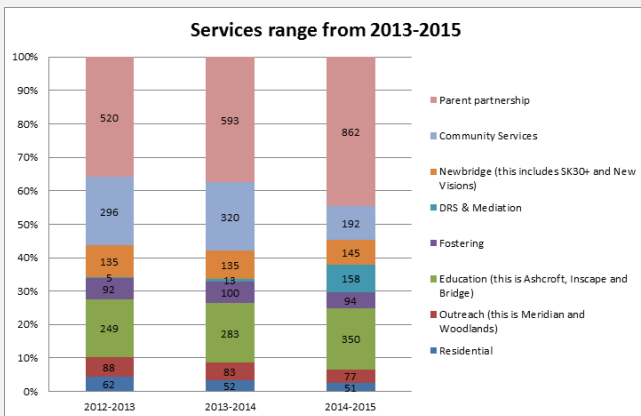
Method

Using Excel and CRM system to create datasets and graphs and carrying out analysis as below.

Phoning several companies in order to collect their information and examine their sustainabilities of being potential partners with the organization.

Creating template and formulate in Excel for the HR service in the sickness report.

Using Google Analytics to analyse data of the Together Trust website.

My reports and graphs

Services range from 2013-2015

Parent partnership
Community Services
Newbridge (this includes SK30+ and New Visions)
DRS & Mediation
Fostering
Education (this is Ashcroft, Inscape and Bridge)
Outreach (this is Meridian and Woodlands)
Residential

Age range exclu Together for families, community services, pp, IS from 2014 to 2015

No of service users ecl Together Families&pp from 2008 to 2015

Key Learning

- CRM System Using
- Advanced Excel Using
- Project Managing Skill
- Multi-task taking
- Google Analytics Using
- KPI Management Skill