

Hiring: Data Integrity and Systems Lead

[60 Decibels](#) is a tech-powered impact measurement company that makes it easy to listen to the people who matter most. We've been in business as an independent entity since early 2019, when we spun out of the global Impact Investor [Acumen](#).

Our firm belief is that the best way to understand social impact is by listening directly to the people experiencing that impact. That sounds obvious when you say it, but this is not typical practice for most impact investors, corporations and foundations working to create social change.

We have built an infrastructure and an approach to change this, by making it easy for our clients to listen to their customers, employees and beneficiaries. Our infrastructure includes our network of 800+ trained researchers in 60+ countries who speak 125+ languages (covering 5 billion people globally!). These researchers speak directly to customers to understand their lived experience, a combination of qualitative and quantitative data. Our 60dB team turns all this data into benchmarked social performance reports that help our clients understand, demonstrate and improve their social performance.

By making impact measurement simple and scalable, we not only enable organizations to make improvements in the products and services they've designed to serve beneficiaries; we also help transform what it means to credibly measure impact, ensuring that the voices of those who matter most are always part of the story.

If you're similarly passionate about our mission and excited about the opportunity to design and build the systems that will continue to drive this mission forward, we are looking for a Data Integrity and Systems Lead to join our global team!

About the role: The Data Integrity and Systems Lead will join our small but mighty operations team. This role is highly cross-functional and requires deft and proactive collaboration across the organization. You will work closely with our service delivery and engineering teams to design and build the systems that manage how data flows through our organization, ensuring that the data that comes out of every engagement is high quality and actionable. You will also be keeping a pulse on the industry, exploring new systems and best practices for surveying, insight & analysis, data systems, and impact management, and will make recommendations on new builds, new product lines, and new systems.

This is a new role on an expanding team at 60 Decibels, focused on continuously honing and improving our current product and laying the foundation for new product lines. In addition to being passionate about social impact, this role is for someone who is a stickler for quality, with demonstrated experience in research and/or systems design and an entrepreneurial and proactive mindset.

More specifically, the Data Integrity and Systems Lead will:

- Take ownership of the end-to-end project delivery lifecycle, identify opportunities for improvement, remove bottlenecks, and strengthen systems that impact data quality

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- Oversee and help execute the design and launch of new systems and processes, including call management, data collection and survey software, sentiment analysis and natural language processing, integration of third-party tools, and policies and procedures that impact the quality of data
- Bridge our Services, Sales and Engineering teams to ensure that our systems are talking to one another and driving towards shared strategic objectives – meeting client demands while delivering impact
- Work closely with our Management Team to set the bar for high quality data and regularly monitor our performance against that bar
- Manage a small 2-3 person data integrity team
- Maintain a pulse on the industry, identifying new best practices, approaches, and/or tools that will strengthen our value proposition and advance our mission
- Model our company values

About You: First and foremost, you bring compassion and dedication to this work because it matters to you. You have a bias towards action: you get your hands dirty and actively tackle problems in a way that leads to the best outcomes and brings teams together. You successfully balance flexibility and rigor, using informed judgment to make decisions. You model critical thinking and introspection, taking strategic risks and growing from mistakes. You are decisive and bold, have a growth mindset, are eager to change the status quo, and know the value of being a part of an effective team. You take pride in enabling the best work of others.

Other characteristics that will help you succeed in this role: you are a systems thinker, deftly moving between the minute specifications of an individual design, the broader strategic direction of the organization, and all the complex interdependencies in between. You are at your best when you are in the thick of tackling a complex problem and find joy seeing the pieces of a new build come together and start to work. You see failures and setbacks as valuable sources of information and inspiration. You are a stickler for quality and are meticulous and detail-oriented in your approach to new challenges.

We also expect that most candidates will have had the following experiences / attributes. If your experience set differs, but you think you're the right person for the job, say that in your application.

- 5+ years of professional experience in research design, systems design, project management or management consulting, preferably within a social enterprise and/or start up environment.
- Demonstrated interest in social impact and/or sustainable development.
- Superior interpersonal and communication skills, both verbal and written. You are comfortable engaging with different viewpoints and perspectives.
- Robust analytical skills and strong aptitude for navigating new technologies
- Fluency in Microsoft Excel, Airtable and/or similar database and data visualization applications
- Experience with a multi-geography, globally dispersed team

- Comfort in a fast-paced, entrepreneurial environment; awesome ability to prioritize and manage multiple workstreams

60 Decibels is deeply committed to having a workplace that is inclusive and anti-discriminatory. We believe that our team must embody the compassion, listening, and sense of shared humanity that is so central to our goal as an organization. We are proud to be an Equal Opportunity employer and do not discriminate on the basis of race, religion, national origin, gender, sexual orientation age, marital status, veteran status, or disability.

As a growing company, we are building towards a more universally accessible workplace for our employees. At this time, we do use some cloud-based technologies that are not compatible with screen readers and other assistive devices. We would be happy to discuss accessibility at 60 Decibels in greater depth during the recruitment process.

Interested in applying?

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Deadline: Candidates are encouraged to apply early, as applications will be reviewed on a rolling basis.

Location: The Data Integrity & Systems Lead will join our 60dB team in our London, New York, Nairobi or Bangalore office and will need to possess permanent work authorization in one or more of these locations.

Compensation: 60 Decibels offers a competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment.

Application: Please use the following [link](#) to apply. We're excited to hear from you!

Please note that as part of your application, we will ask you to upload your resume, as well as your written response to the following two questions:

- a. What excites you most about this role and why?
- b. Describe something that you recently built. What was your approach? What was the impact?

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> Visit our website at 60decibels.com.

> Read about our team values [here](#).