

Job title: Manager, Insights & Analytics

Reports to: Director, Data & Insights

Based in: Mexico City or Bogotá

Work setting: Hybrid - 2 days in the office, moving to 3 days in 2027

To apply, please send your CV and cover letter to careers@tent.org. If your background aligns with our needs, a member of our team will be in touch.

About Tent Partnership for Refugees:

With a growing number of refugees displaced around the world for longer periods of time, businesses play a critical role in helping refugees integrate economically into their new communities. The Tent Partnership for Refugees was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion-dollar food company in the U.S. – to mobilize leading businesses to help connect refugees to work. Today, Tent is a global network of over 500 major companies committed to hiring, training, and mentoring refugees. In 2024, Tent was selected for the TIME100 Most Influential Companies list.

About the role:

Tent is looking for a sharp, curious Manager, Insights & Analytics to raise the quality, depth, and speed of the evidence behind our work with companies and across markets.

Tent operates in eleven markets with more than 500 member companies. We track how companies engage with Tent, where refugee hiring is happening, which services are most effective, and where barriers remain. This role will turn that information, alongside external research and market intelligence, into clear, defensible insights that help shape our strategy and strengthen our work with employers.

This is an analytical role, not a systems role. You will be asked to interrogate the data we have, size opportunities, assess what is working, identify trends and gaps, and translate findings into practical recommendations.

You will work closely with the Director, Data & Insights and colleagues across our global delivery, partnerships, and country teams. Your work will inform senior decision-making and may also be used in conversations with member companies, prospective partners, and other external stakeholders, so it needs to be rigorous, clear, and relevant to real-world business challenges.

This is a senior individual contributor role with scope to shape how insights work is done at Tent and to grow with the function over time.

Key responsibilities:

Strategic Analysis & Insight Generation

- Lead and collaborate with colleagues on both recurring and one-off analysis of how our markets and member companies are performing, with the capacity to proactively raise the questions — and the answers — that were not asked.
- Strengthen the depth and rigor of analysis before it reaches leadership: pressure-test methodology, surface inconsistencies, and extend findings where the evidence supports it.
- Design and deliver deep-dive analytical projects — market sizing, service offering effectiveness, business cases, and other questions central to Tent's strategy.
- Translate performance and market data into clear, prioritized recommendations, naming the tensions in the findings and being explicit about the limits of the evidence.
- Combine quantitative analysis with qualitative evidence from country teams, member companies, and working groups to build a complete picture rather than a partial one.
- Prepare concise, well-designed analysis and materials that inform leadership and working group discussions and lead to documented decisions.

Data Quality & Methodology

- Own the documentation and consistent application of key metric definitions across markets, so that results are comparable between countries and over time.
- Work with imperfect, multi-source data — CRM records, country reports, labor force surveys, government and multilateral organizations' databases, partner reporting — and make sound judgments about what it can and cannot tell us.
- Identify data quality issues that materially affect conclusions and work with colleagues and specialist support to resolve them at the source, including improvements to our CRM.
- Document methodology and assumptions so that analysis is reproducible and can be picked up by others.

Support to Country Teams

- Provide analytical support to leadership and country teams, many of which are resource-constrained, so that evidence resolves real bottlenecks rather than adding reporting burden.
- Clarify methodology and resolve difficult cases with country colleagues, explaining the reasoning behind how things are counted.
- Present findings in terms that country colleagues can act on, adapting to very different market contexts across the Americas and Europe.

What we are looking for:

Tent Culture:

*At Tent, every team member is guided by five core principles — **DOERS** — that define not just what we do, but how we do it. These principles are the behavioural foundation of our team, and we look for them in everyone who joins us.*

- **Dedicated to Our Mission** — You are genuinely invested in refugee economic integration. You take ownership of your work and go beyond your role when the mission requires it.
- **Obsessed with Impact** — You act with urgency and tenacity, and take personal accountability for results. You don't stop at effort — you care about what actually gets done.
- **Excellent in Execution** — You operate at the highest standards in everything you do. You bring precision and follow-through to your work and hold yourself to a bar that goes beyond what is required.
- **Relentless at Improving** — You proactively identify better ways of working and don't wait to be told to iterate. You are open to feedback and actively seek it.
- **Stronger through Collaboration** — You thrive in team environments, communicate openly, and build trust with colleagues and external partners alike.

Essential Skills / Experience:

- You have 6+ years of experience in strategy consulting, corporate strategy, market or policy research, impact measurement, or a comparable analytical role. Candidates with more experience are strongly encouraged to apply.
- You must be fluent in English, written and spoken. This is a hard requirement, as you will work with colleagues and stakeholders across multiple countries.
- You have experience taking an ambiguous business or market question, structuring the problem, identifying the right evidence, selecting an analytical approach, and reaching a conclusion.
- You combine sharp attention to detail with the ability to see the bigger picture — you get the numbers right and you know why they matter.
- You are comfortable working with messy or incomplete data and can make thoughtful judgments about what conclusions are supported.
- You write and present clearly, turning analysis into short, decision-oriented material for busy readers.
- You produce rigorous work that can withstand scrutiny and be used confidently by others.
- You are a strong collaborator who can work effectively with colleagues and stakeholders across different functions, cultures, and market contexts.
- You learn quickly and can get up to speed on unfamiliar industries, labor markets, datasets, and business challenges.

Preferred Skills / Experience:

- You are hands-on with data and comfortable querying, analyzing, and visualizing data independently. This does not need to be the center of your role, but you should be able to investigate a question without relying entirely on others.

- Experience producing client-facing or external-facing analysis, such as market assessments, executive presentations, industry research, business cases, or strategic recommendations.
- Experience combining datasets as described above.
- Familiarity with CRM data (HubSpot or similar) as an analytical source.
- Familiarity with the refugee ecosystem, migration, or economic inclusion is a plus.
- Working Spanish is an advantage, though not required.

Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.