

Data Officer

Recruitment Pack



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Lusiana lives in a community vulnerable to climate change in Fiji. The disaster preparedness and response planning in her village has been inclusive.



CBM UK

www.cbmun.org.uk 0800 567 7000

Charity Registration No 1058162 (England & Wales) SCO41101 (Scotland)

Working with a supportive, flexible employer

Thank you for your interest in joining the CBM UK team.

We are committed to promoting diversity, equity, and inclusion in all that we do. We are accredited as a Disability Confident Employer, a Living Wage Employer, a "We Show the Salary" Employer, and a supporter of the Age-Friendly Employer Pledge. These recognitions reflect our dedication to creating a fair, inclusive, and supportive workplace for everyone.

If you need any support or reasonable adjustments during the recruitment process, please don't hesitate to contact us at [email us](#).

At CBM UK, you would be joining a very supportive and collaborative community, working with a friendly team who are incredibly passionate about their work. The wellbeing of our team is central to how we work. We encourage a healthy work-life balance, offering hybrid working up to 50% working from home. Part of what makes our organisation special is the collaborative culture we've cultivated, which relies on spending quality time together in the workplace, which enables the opportunity to build the strong relationships that are core to our team dynamic.

Our team benefit from excellent personal development opportunities and we can offer the chance to undertake fully paid training or study where appropriate.

CBM UK's main office is in central Cambridge. We have a wonderful and accessible modern office building which is located nearby to Stourbridge Common and the River Cam.

Respect and compassion are at the heart of all that we do, and this reflects in our culture. We are an organisation based on Christian values, welcoming staff of all faiths and none. It's the basis of why we do what we do, striving to build a just and equitable world in which all people are included, loved, valued, and respected. We do not proselytise, and we work with partners of all faiths and none, according to the greatest need.

Who we are

For over 115 years, CBM has been transforming lives around the world. We work with local partners, making sure people with disabilities in some of the world's poorest communities have access to healthcare, education and a future when they can thrive. And when a disaster strikes, we're there providing emergency relief and support to people with disabilities and helping communities recover and rebuild.

With 40 UK staff, we're part of a Global Federation working in 26 countries. This is a truly exciting time to join us as we embark on an ambitious new strategy, as we fight to end the cycle of poverty and disability.

Our Vision & Values

Our vision is an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

We Champion Inclusion

We challenge discrimination and embrace diversity. We work with people of all faiths and none and we strive to build a just and equitable world in which all people are included, loved, valued and respected.

We Strive for Justice

We challenge injustice and equip others to exercise their rights. We serve with compassion those in greatest need, regardless of race, gender, age or religious belief.

We Pursue Excellence

We creatively innovate and pursue continual improvement so that we can maximise our impact and bring about tangible change in the lives of those others leave behind.

We Embrace Partnership

We can achieve more when we work with others. We learn together with our partners, communicate respectfully and honestly, and we value everyone's unique contribution.

We Live with Integrity

We live responsibly and with honesty.



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About the role

Place of work	Munro House, Mercers Row, Cambridge, CB5 8HY with up to 50% working from home option.
Starting salary	£28,290 to £30,020 (depending on experience) This will be pro-rata for part time hours
Contract type	18.75 hours per week part time (0.5 Full time equivalent)
Reports to	Data and Insight Manager

Purpose

This vital Data Officer role will support the Data Team in maintaining and developing the supporter relationship database (Salesforce NPSP), providing high quality support to CBM UK staff. You will be part of a dynamic & highly skilled Fundraising and Communications team, dedicated to inspiring people in the UK to help transform lives in some of the world's poorest places.

Key Responsibilities

The Data Officer supports the Data Team to effectively use and maintain the fundraising database across the organisation to increase fundraising, communications and engagement potential.

1. Salesforce Maintenance and Support

- a) Support with maintenance and administration of the supporter relationship database (Salesforce NPSP) and suite of Salesforce apps.
- b) Provide first line support to members of staff responding to queries and issues. Escalate more complex issues to Senior Data and Insight Officer and Data and Insight Manager as appropriate.
- c) Import data and income into Salesforce from external data sources
- d) Support Fundraising & Communications team in producing data for direct marketing appeals and carry out data checks to ensure data accuracy.
- e) Perform data de-duplication and cleansing to ensure the accuracy and integrity of the database, ensuring compliance with organisational policies and regulations
- f) Assist the Fundraising & Communication team in building reports and dashboards to deliver timely and critical information.
- g) Provide Salesforce training to new and existing users and support the development of user guides and training resources.

2. Other

- (a) Contribute to a positive, inclusive working culture that reflects CBM UK's values and commitment to impact. Promote cross-team collaboration and innovation.
- (b) Work collaboratively with colleagues across teams to support integrated working and shared learning.
- (c) Undertake any other duties as required by the Data and Insight Manager and Director of Fundraising, Impact & Communications.

Person specification

	Essential/ Desirable
Skills/competencies/personal qualities	
Strong organisational skills, with the ability to manage and meet deadlines in a calm structured way.	Essential
Comfortable working with numbers, with a strong attention to detail and accuracy	Essential
Able to communicate clearly and respectfully, both verbally and in writing in a range of settings (e.g. one-to-one, team discussions, written updates	Essential
Positive, solution-focused attitude, with the flexibility to adapt to challenges	Essential
Confident in using MS Office, especially Excel	Essential
Supportive of Christian values and fully committed to the core values and mission of CBM UK	Essential
Experience and knowledge	
Experience of using a database to accurately enter and manage data	Essential
Experienced Salesforce super user	Desirable
Experience of working in the charity sector	Desirable
Understanding of data protection and GDPR principles	Desirable

Employee Benefits

- Agile working for all staff members which includes options for flexible working hours and up to 50% working from home for most roles.
- Wonderful modern offices, which are fully accessible.
- All full-time employees are entitled to 25 days' holiday per year in addition to UK public holidays.
- Option to buy extra annual leave.
- CBM places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We encourage staff to further their skills and careers and, where appropriate, may support access to study and training opportunities.
- Competitive salaries within the sector. We regularly review salaries to attract, develop, motivate and retain the appropriate calibre of employees.
- We offer a generous pension plan with employer contribution of up to 5%. With the option of salary exchange.
- Group Life Insurance for all employees, which is equivalent to 2 x your annual salary.
- Yu-Life (employee wellbeing app).
- Our Wellbeing Working Group actively supports mental health and wellbeing in the office. We also offer a free Lifestyle Counselling Helpline & Online Support Service
- Bike to work scheme

Diversity and Safeguarding

Everyone has the right to be treated with consideration and respect. CBM UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual.

CBM UK aims to ensure that all staff, volunteers, supporters, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race, including colour, nationality,

ethnicity, or national origin, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

All roles within CBM UK are required to actively respect, support and promote the safeguarding of all children and adults who come in contact with our organisation, including our beneficiaries, partners, staff and volunteers, ensuring policies and procedures are followed and observed at all times.

Data Protection

The information you provide in your application will be used by CBM UK to assess your suitability for the role you have applied for. Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by CBM UK to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for. Further information about how we protect and use your personal data is set out in our **Job Applicant Privacy Notice**.

Employment Checks

We are unable to provide sponsorship for this post. All offers of employment are made subject to proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and three references satisfactory to CBM UK and a DBS Check.

Use of Curriculum Vitae

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such your CV should be accompanied by a completed application.

Shortlisting and Interviews

All applications are subject to our shortlisting process. If you are shortlisted we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

How to apply

More information about CBM can be found by visiting our [website](#). We are happy to answer any questions you may have. Please [email](#) our Recruitment Team or call us on 01223 484700.

Application forms can be downloaded from our [website](#). Please email your completed form and Curriculum Vitae to recruitment@cbmuk.org.uk

We're excited to find the right person to join our team and will be reviewing applications on a rolling basis. If you're interested, we encourage you to apply as soon as possible, as the role may close early once filled.

We look forward to receiving your application

