

Senior Data Officer

Recruitment Pack



12-year-old wheelchair user Shamilla, smiling alongside her teacher Hajarah at a CBM-supported inclusive school in Uganda.
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Who we are

Too many people face poverty and isolation, denied the chance to go to school or earn and living, just because they have a disability. CBM works in the world's poorest places to prevent blindness, improve health and transform the lives of people with disabilities.

For more than 110 years, since our founder Ernst Christoffel started working with children with disabilities in Turkey and Iran, we've been reaching out to those whom others leave behind. Driven by Christian values, we work with disabled people to break down barriers by delivering practical support, improving policy and practice and inspiring the people of the UK to act.

With 45 UK staff, we're part of a Global Federation working in 48 countries. This is a truly exciting time to join us at the start of our ambitious new 'Breaking Barriers' UK 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 challenge injustice

We strive to build a just and equitable world in which all people are included, loved, valued and respected. We serve those in greatest need, regardless of race, gender, age or religious belief.

We make every action count

We focus our efforts on bringing about tangible change in the lives of those whom others leave behind.

We embrace partnership

We can achieve more when we work with others. We value everyone's unique contribution.

We live with integrity

We live responsibly and with honesty.

About the role

Place of work:	Munro House, Mercers Row, Cambridge, CB5 8HY (with up to 50% working from home optional).
Starting salary:	£31,150 to £33,040 (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 Manager

Purpose

This vital Senior Data Officer role will work with the Data Manager to develop and administer 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 of 20, dedicated to inspiring people in the UK to help transform lives in some of the world's poorest places.

Key Responsibilities

The Senior Data Officer facilitates effective use and development of data across the organisation to increase fundraising potential.

1. Salesforce Maintenance and Development

- a) Maintain, develop and administer the supporter relationship database (Salesforce NPSP) and suite of Salesforce apps.
- b) Ensure members of staff have the appropriate level of training in Salesforce. Deliver training to new and existing users and maintain documentation.
- c) Provide support to members of staff responding to queries and issues. Escalate issues to Data Manager and Salesforce support partner when required.
- d) Support Fundraising & Communications team to produce data for direct marketing appeals and carry out data checks to ensure data accuracy.
- e) Liaise with internal and external contacts to process required data, including integrations with other internal systems and Salesforce apps. Maintain relationships with solution providers and other related parties.

- f) Ensure data integrity and security of the database, and regulatory compliance including GDPR and PERC; keep abreast of best practice in data management in Salesforce
- g) Review system performance, recommending changes and upgrades as appropriate; maintain Salesforce release cycle.

2. Data Analysis

- a) Respond to data requests and analysis from staff.
- b) Support the Fundraising & Communication team to build reports and dashboards to report on key performance indicators and targets to provide timely and critical information.

3. Other

- a) Work with other teams to maximise cross fertilisation opportunities and integrated working.
- b) Help develop a culture of enthusiasm and success, reflecting the ambitions of CBM. Play an active role across CBM, promoting positive working and innovation. Ensure that the values of CBM UK are understood by external partners and always reflected in communications.
- c) Carry out any other duties as required by the Data Manager and Director of Fundraising & Communications.

Person specification

All of the following requirements are **essential**, unless marked with a * when they are **desirable**, and will be assessed from a combination of information provided from the application and interview process.

Skills/competencies/personal qualities

- Excellent organisational skills, with the ability to prioritise multiple tasks to ensure deadlines are met. Able to plan, work strategically and under pressure. See projects through to completion.
- Highly numerate with a keen eye for detail and accuracy. Strong analytical skills with a proactive approach to systems improvement, constantly seeking ways of improving processes to maximise return on investment.
- Able to communicate effectively, clearly and diplomatically, both verbally and in writing in group and one to one settings.

- Robust, 'can-do' attitude that thrives on challenges.
- Proficient in MS Office, including good working knowledge of Excel.
- Fully committed to the core values and mission of CBM UK

Experience and knowledge

- Experience administering a supporter relationship database
- Experienced Salesforce Administrator or Salesforce Super User*
- Working knowledge of Salesforce suite of apps - Not for Profit Success Pack (NPSP), Pardot, Form Assembly, Data Loader*
- Experience of working in the charity sector*
- Working knowledge of GDPR*

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 support employees in their desire to further their qualifications and careers, including offering opportunities to undertake fully paid study and training.
- 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 7%.
- Group Life Assurance for all employees, which is equivalent to 2 x your annual salary.
- Yu-Life (employee wellbeing app).
- Free annual eye tests.
- 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.

Useful Information

Working with a supportive, flexible employer

CBM UK is currently located in Cambridge, and this will be your location and contract base. The wellbeing of our team is central to how we work: we encourage a healthy work-life balance, offer flexi-time and up to 50% working from home. Our team benefit from excellent personal development opportunities and we can offer the chance to undertake fully-paid training or study.

We're 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.

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.

CBM UK is an equal opportunities, disability-confident employer and committed to achieving the highest standards of diversity, fairness and equality. Should you have a disability and require any additional support, please contact us at recruitment@cbmuk.org.uk.

Employment Checks

We are unable to provide sponsorship for this post. In order to apply for this post, you must be able to demonstrate your eligibility to work in the UK. 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 (CVs)

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 we only accept CVs when 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: www.cbmuk.org.uk

We encourage those who may be interested in the position to initially contact us for an informal chat, as we'd love to tell you more about this exciting role, to answer any questions and to find out a little more about you. Please email recruitment@cbmuk.org.uk or call us on 01223 484700.

Application forms can be downloaded from: www.cbmuk.org.uk/get-involved/work-for-us/ Please email your completed form and CV to recruitment@cbmuk.org.uk

Closing date for applications 9am Monday 6th June.

Interviews planned for Monday 13th & Wednesday 15th June, with some flexibility should candidates be unavailable on those dates.

We look forward to receiving your application.