

Everything you need to know about being our Data Operations Manager

You'll be responsible for the ownership and effective management of our Raiser's Edge CRM platform. This role entails the management of campaign selections and data imports, along with a wider remit to contribute to our longer-term CRM strategy of migrating to Salesforce Non-Profit Cloud.

Additionally, you'll assume ownership of our new data quality platform, and help drive greater focus on data integrity. You will have proven experience with Raiser's Edge, strong SQL skills, and excellent communication skills. An aptitude and appetite for hands-on data-wrangling is also required. The role also includes the leadership and development of two team members.

What you'll do

- Support and line manage 2+ Data Operations Analysts
- Administer and support the Raiser's Edge CRM and support our migration to Salesforce
- Combine hands-on technical skills with planning, resourcing and stakeholder management.
- Manage and support the import of data from third party data suppliers.
- Manage and support the extraction and supply of data for marketing campaigns to agreed timelines
- Develop existing data management processes to identify improvements and implement them.
- Leverage the PUK Data Quality platform to enhance data quality across the organisation.
- Help define and ensure data standards are applied at all times
- Manage and support service requests from around the business
- Define and implement data quality monitoring and management processes

What you'll bring

- In-depth knowledge of administering Raiser's Edge, through hands-on experience (2 years +), with experience of Salesforce a plus **(A,I)**
- Experience of designing and using a range of RE import/export tools **(A,I)**
- Proven team management experience **(A,I)**
- Strong SQL skills **(T)**
- Hands on experience in the data lifecycle for campaign and marketing selections **(A,I)**
- Experience in developing and managing CRM data flows **(A,I)**
- Excellent communication and stakeholder engagement skills **(I)**
- Knowledge of data governance principles and best practices **(A,I)**
- Excellent analytical skills with a keen eye for detail and accuracy **(I)**
- A keen appetite to learn and develop new skills as we migrate to new platforms **(I)**

(A) assessed at the application stage **(I)** assessed at interview stage **(T)** assessed by a test/presentation

A bit more about the role

You'll report to the **Data Engineering Lead**.

Your contract will be **permanent**.

You'll work **35 hours a week**.

You'll be paid **£55,000 per year** (Travel expenses to the UK office are not covered by the charity)

You'll be based at a **combination between the UK office, London (Victoria) and home (minimum of 2 days per week in the office)**

Your main relationships will be with:

- **Data & Insight team**
- **Fundraising teams**
- **Governance & Data Protection**
- **Finance**

Be part of the **Finance and Operations** directorate

We enable, build and develop strong foundations that deliver a clear vision and strategy, expertise in people, technology and innovation, all underpinned by comprehensive insights and data.

In partnership we'll continually inspire, collaborate and make the charity the best it can be, by focusing on our culture, ways of working and delivering a robust technology infrastructure. We'll work across the organisation to realise our shared ambitions and deliver on those plans.

What we offer

Flexi-time – The scheme offers employees flexibility on start and finish times, and the ability to take back time you have worked above your contracted hours.

Annual and Christmas leave – We offer 25 days, rising by an additional day after two years and then another day after four years' service, taking you to 27 days. We also close for three days between Christmas and New Year, and you don't need to book this using your allowance.

Our UK Office - Take advantage of our UK office based in London, Victoria, which offers a great space to work with sit-stand work desks, touch points, collaboration spaces and private working booths. Most of our meeting rooms are now equipped with new Google Meet devices which let you easily conduct hybrid video conference calls and collaborate with both colleagues in the room and those joining remotely.

Interest-free season ticket loan – This will enable you to purchase an advance ticket more cheaply, once or twice a year, and benefit from the savings. You can apply after you're confirmed in post

Pension – You'll be eligible and auto-enrolled into a pension scheme. We'll double your contribution up to 6% - so if you contribute 2%, we'll contribute 4% etc.

Salary Exchange - The scheme offers you to exchange part of your gross salary for pension contributions. Salary exchange is linked to our auto enrollment pension scheme and is operated on an opt-in basis.

Sabbatical Leave - The charity is committed to supporting our people in their personal and professional aspirations and offers sabbatical leave for up to six months after three years continuous service.

Interest-free educational loan – This is our commitment to invest and support employees with continued learning.

Death in service cover – From your first day of service, we'll pay four times your salary, if you're aged between 16 and 70.

Ride2work programme – This is another scheme that enables employees to get tax incentives from cycling to work.

Employee assistance programme – A free and confidential service which ranges from emotional support to financial advice.

Learning and development – A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Parkinson's UK, and we are proud to offer many learning opportunities.

Maternity, adoption and shared parental pay – we offer an enhanced arrangement on the statutory entitlement. This is 8 weeks at full pay and 18 weeks at half pay dependent on your qualifying service.

Paternity pay – we offer up to 2 weeks full pay dependent on your qualifying service.

Family leave – these policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments

What we do and how we do it

Our vision • our ultimate aim

Together we will find the cure, and improve life for everybody affected by Parkinson's.

Our social mission • what we deliver

We're a people-powered movement. On the verge of major breakthroughs in Parkinson's. By uniting we will find a cure. Together, we will help people get the best care and will ensure everyone sees the real impact of Parkinson's.

Our values • the way we work

- **People-first:** We're a strong movement for change, informed, shaped and powered by people affected by Parkinson's. We value and support each other.
- **Uniting:** We're people with Parkinson's, scientists and supporters, fundraisers and families, carers and clinicians. We're working, side by side, to improve the lives of everyone affected by Parkinson's
- **Pioneering:** We innovate across everything we do. Creative, courageous and with pioneering spirit, we strive to continually improve.
- **Driven:** We live and breathe our purpose. We set clear goals and strive to deliver the greatest impact for people affected by Parkinson's.