

Job Description

Our charity

We're Breast Cancer Now, the charity that's steered by world-class research and powered by life-changing care. We're here for anyone affected by breast cancer, the whole way through, providing support for today and hope for the future.

If we all act now, by 2050, we believe everyone who develops breast cancer will live and have access to the care to live well.

Job title	Imports Manager
Directorate	Fundraising, Communications and Engagement
Team	Data
Job title of reporting manager	Technical and Systems Lead
Job title(s) of direct reports	Senior Database Officer, Imports x 2
Document created (Month and Year)	July 2022

Overview of directorate

The Fundraising, Communications and Engagement Directorate at Breast Cancer Now has overall responsibility for communicating, engaging, and fundraising to key audiences across a range of channels. The Directorate leads on communicating the charity, its work and impact, to all those affected by the disease; their friends and family, and those audiences key to delivering impact. It provides high-quality, engaging information and communications about breast cancer and ways to engage with Breast Cancer Now.

The team leverages the strength of its bold brand, reputation, and cause to create compelling ways by which people can engage with and financially support Breast Cancer Now's work. The Directorate is led by patient voices from all parts of the population and champions their views and needs across a range of communications and platforms. It uses digital channels innovatively and effectively to drive effective service delivery, deliver information, and drive engagement and fundraising with supporters and partners.

The Directorate is responsible for delivering £42m gross income for the charity to continue its critical work to provide support for today and hope for tomorrow through a wide range of fundraising activities.

The Directorate works collaboratively with the public, patients, supporters, partners, influencers, celebrity scientists and healthcare professionals to develop communications, information and fundraising that builds awareness, trust, loyalty, passion, affinity, and influence.

The Directorate is responsible for the following key areas:

- Brand, Marketing and Communications
- Digital and Strategic Insight
- Press, PR and Celebrity
- Individual Giving and Supporter Operations
- Community and Events
- Corporate Partnerships
- Philanthropy and Special Events

All members of the Directorate work closely with the Research, Support and Influencing Directorate to understand the crucial work Breast Cancer Now does and to promote and amplify it widely, to drive more support and engagement for its continuation across key stakeholders.

Job purpose

This role is central to the effective delivery of existing and new imports to support the charity in its mission. Other parts of the Data team and teams across the charity depend on the imports to enable them to deliver their desired outcomes. The imports work needs to be tightly managed to ensure that imports are both developed and run in a timely manner. The role is the key contact for the other members of the Data team working on delivering imports as well as stakeholders in the wider organisation.

Import Development

- To take the initial meetings for new imports and where changes are required to existing imports.
- To attend additional import meetings with stakeholders and vendors and ensure that they are prepared for by team members and run appropriately.
- To schedule import work requests as they come in.
- To ensure that the Imports Development Framework is being followed during import development.
- To keep stakeholders informed on the progress of imports.
- To proactively identify and suggest process improvements based on real world feedback.
- To be the primary point of contact for the Data team member building an import.
- To work effectively with other teams across all directorates.
- To manage the key relationship with the Digital team to ensure web forms and imports remain aligned.
- To maintain effective relationships with external vendors and manage their delivery of work.
- To participate in meetings for new payment platforms and data feeds from external vendors and where appropriate take the work forward.
- To peer review the import profiles created by others.

- To maintain an understanding into the process of building and maintaining import profiles.
- To produce high quality deliverables using Excel, Word and PowerPoint as appropriate.

Line management

- To manage the weekly setting of tasks for the team and reviewing progress via regular team meetings.
- To hold team members to account for the tasks that are assigned to them.
- To lead the Imports team and help them develop their soft and hard skills.
- To set and maintain high standards across the team and ensure that key processes are followed.
- To ensure the effective planning of team resource for both BAU and project work.
- To lead the design and documentation of existing and new procedures to achieve greater efficiency.
- To work effectively and collaboratively with other parts of the Data team.
- To be aware of and take account of the impact of imports work on other areas of the Data team by working closely with other members of the Data team.
- To provide line management of the Senior Database Officers, Imports in terms of their import work.
- To hold regular effective 121's with direct reports.
- To ensure all direct reports have SMART objectives in place which align with Data team and Fundraising, Communications and Engagement vision and priorities and that progress towards objectives is reviewed regularly.
- To ensure mandatory training is completed by team members.
- To support the Technical and Systems Lead.

Service desk management

- To own the assignment of new tickets to the relevant person.
- To set standards and expectations for tickets to be responded to and closed.
- To chase up tickets on a regular basis to ensure they are moving forwards.
- To ensure there's a plan for moving complex tickets forwards and to work with the relevant Imports team member to ensure they are being proactive in resolving them.
- To review the tickets to look for patterns and crossover with other parts of the Data team.
- To look for ways to improve our ways of working based on the tickets we receive and the challenges that arise over time.

Imports schedule management

- To keep the import schedule up to date including SLAs, team contacts and adding and removing imports.
- Timely follow up with imports team members where imports haven't been completed, where imports have exceptions or files are pending to ensure that Import team members are being proactive in resolving them.
- To look for recurring issues with imports not being processed or having exceptions that might benefit from process or technology changes.
- To look for ways to improve our ways of working based on real world challenges and experiences.
- To set expectations for import team members around the time spent on imports and monitor the actual time spent to ensure that we are working efficiently.

Own the imports development framework

- To proactively identify and make improvements to the framework.
- To update the documentation and communicate the changes to others.
- To ensure it meets the changing needs of stakeholders and the Data team.

General

- To adhere to Breast Cancer Now's Health, Safety and Wellbeing Policy and Procedure.
- To undertake any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Of managing, overseeing and resourcing work for a small team
- Of stakeholder management
- Of Microsoft Office competency, especially Excel, Outlook, Word and PowerPoint
- Of managing both BAU and project type work concurrently for a team
- Of documenting requirements
- Of working effectively with 3rd party vendors to deliver solutions
- Of databases, specifically SQL Server 2016+ with SQL Server Management Studio

It is **desirable** for you to have the following qualifications and experience:

- Of working in a fundraising organisation
- Of CRM applications, specifically Blackbaud Enterprise CRM
- Of designing technical based solutions to business problems
- Of using VBA scripting in MS Office, or basic c#, or JavaScript
- Of using Visio to document process flows
- Of designing or building bespoke data imports
- Of creating deliverables in Word and PowerPoint for senior stakeholders
- Of designing or enhancing methodologies
- Of General Data Protection Regulations
- Of Kanban or Scrum tools such as Azure Boards

Skills and Attributes

It is **essential** for you to have the following skills and attributes:

- Excellent planning, organisational and time management skills
- Excellent written and verbal communication skills, to communicate technical concepts to non-technical colleagues
- Ability to prioritise own workload and those of a small team, working collaboratively with others with a shared focus to get to the right outcome while meeting deadlines
- Ability to identify areas for improvement while ensuring planned dates are achieved
- Driven by the delivery of business outcomes to achieve the organisation's mission, with a passion for data and its role in achieving this
- An analytical, enquiring mind with the ability to problem-solve by working through a problem
- Building and maintaining strong relationships with non-technical stakeholders
- A client focused approach to work

It is **desirable** for you to have the following skills and attributes:

- A passion for Breast Cancer Now's vision and mission

Role Information

Key internal working relationships

You will work closely with the following:

- Data team
- Supporter Care
- Fundraising teams (e.g. Individual Giving, Mass Participation, Community and Events, etc.)
- Finance
- IT

Key external working relationships

You will work closely with the following:

- Blackbaud
- Mosaic
- Appco
- Charity Link
- JustGiving
- Gather
- Enthuse
- Ethicall
- Angel
- Paragon
- Valldata
- Rapidata

General information

Location of role	This role is based in our London office. However, in line with our hybrid working practice, full-time staff members may choose to work up to three days per week from home. The other days will be primarily based in Ibex House, 42-47 Minories, London EC3N 1DY
Hours of work	35 per week, Monday to Friday
Contract type	Permanent
Medical research	We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there are no alternatives.

Conflict of interests	You will be obliged to devote your full attention and ability to your paid duties. You should not engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
Immigration, Asylum and Nationality Act 2006	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.