

WHAT'S THE ROLE?

BUSINESS IMPROVEMENT EXECUTIVE

The Business Improvement Executive supports fundraising teams by maintaining core processes, data, and performance tracking, ensuring campaigns run smoothly and efficiently. Alongside the key day-to-day responsibilities, the role manages some standalone improvement projects, helping to drive more efficient ways of working, optimise existing processes, and enhance supporter experience. Working closely with fundraising, technology, digital and data teams, the role plays a key part in helping our Mass Fundraising function maintain its strong income growth and ambitious 5-year strategic aims.

IN THIS ROLE YOU'LL...

- Support the smooth running of fundraising campaign delivery and performance, including troubleshooting process and reporting issues
- Manage change requests to campaign performance tracking, making sure updates are carried out with minimal disruption to live reporting
- Work with colleagues to review and optimise existing processes, including mapping and development of internal and third-party flows
- Scope and advise on new data management processes, including new suppliers and platforms, partnering with data and technology teams as necessary
- Manage ad-hoc, recurring data processes sitting outside of the data team, including London Marathon application data
- Make sure our official fundraising platforms are used effectively and consistently across the team, managing user accounts and advising on best practice
- Manage the administration of non-income generating platforms, including our fundraising material order platform, project management apps, and CRM
- Produce ad-hoc analysis and reporting as required – this could be conversion journey or email testing analysis, and campaign-specific reporting
- Maintain high quality data, making sure information is gathered and recorded in line with the requirements of the General Data Protection Regulation, ICO and Prostate Cancer UK Data Protection Policy.

WHO YOU ARE...

- A natural problem solver who enjoys identifying root causes and implementing solutions
- Someone who has great attention to detail and an analytical outlook; always looking for ways to develop and improve how we do things
- Able to grasp new concepts, systems, and technologies quickly

- A strong communicator who enjoys supporting different groups and objectives
- Confident explaining more technical ideas and information to non-technical audiences
- Comfortable handling data and using Excel on a daily basis – knowledge of Power Query would also be useful but not essential
- Working knowledge of mass fundraising, or the ability to upskill and immerse in a new subject matter at pace
- Actively supports our commitment to equity, diversity, inclusion and allyship.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager: Business Improvement Manager

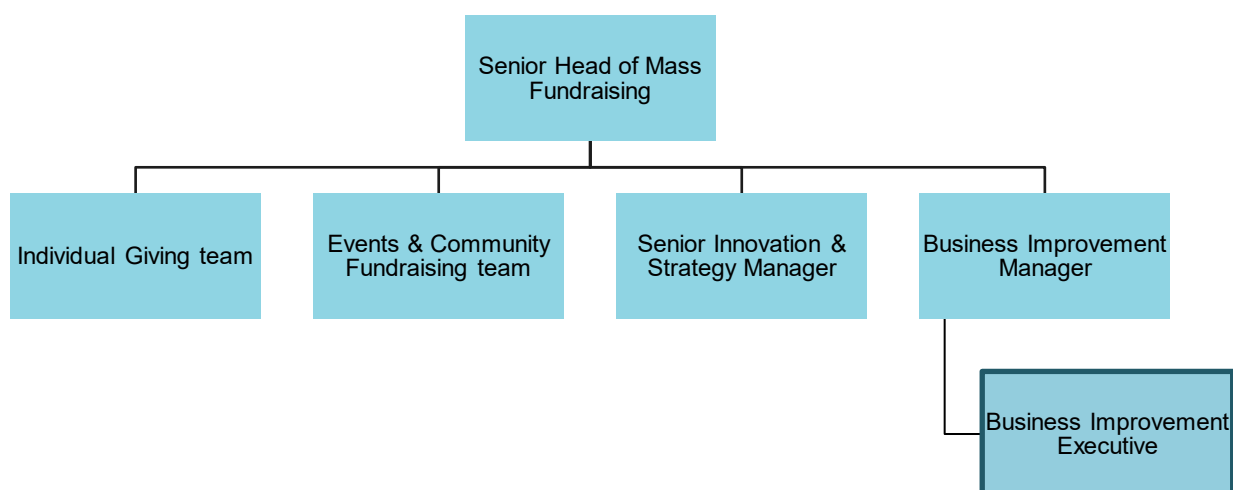
Job level: Band 2B - Executive

Contract: Fixed Term (12 months)

Hours: Full time; 37.5 hours per week. We're happy to consider requests for flexible and part-time working on hiring.

Location: Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office at least 4 days a month and we may need you to come in for specific meetings.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?

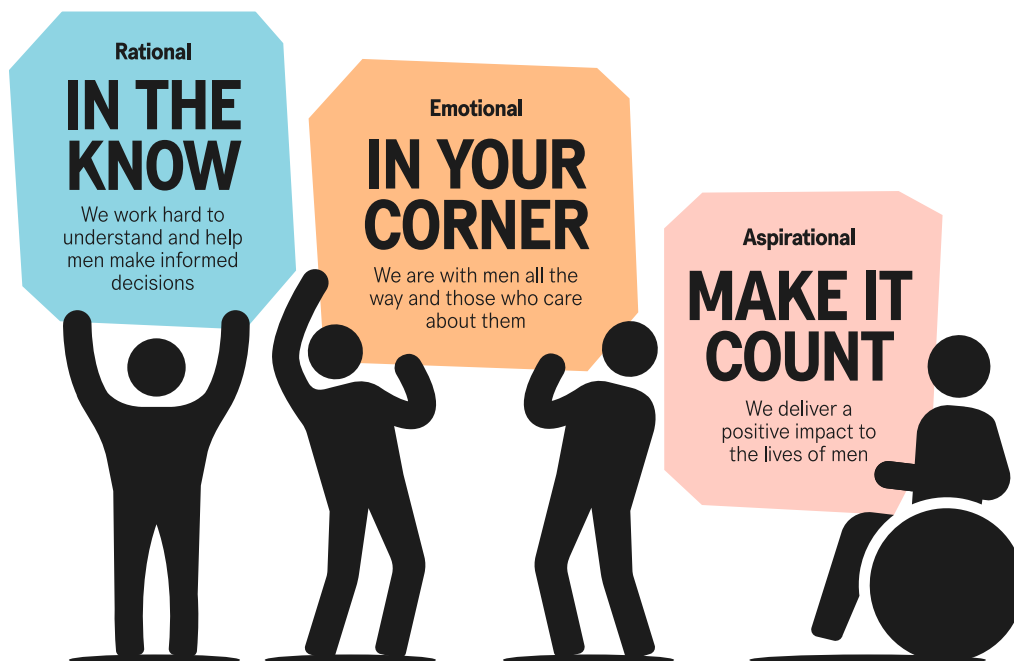


OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.