

# YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	Supporter Data & Insights Manager	<b>PAY BAND:</b>
<b>FUNCTION:</b>	Fundraising, Brand & Marketing	Support Delivering
<b>THE TEAM:</b>	The Supporter Performance and Operations Team drive the performance of our fundraising efforts. We partner with colleagues to improve the quality and efficiency of our supporter facing activities	<b>Specialist/Managerial</b> Technical Lead/Function Head Senior Leadership Team

## WHERE YOU WILL FIT

Director of Fundraising & Marketing	Deputy Director of Fundraising	Head of Supporter Data	<b>Supporter Data &amp; Insights Manager</b>	Supporter Data & Insights Executive
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## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Young people need us more than ever and we will be there for them. Every year, we need to raise around £60m. Your role will play critical part in raising the money we need to help young people. You will be responsible for developing and delivering the fundraising reporting and insight that helps drive our fundraising performance.

## WHAT WILL YOU DO?

-  Work with Fundraising teams and lead on fundraising reporting and insight, including long-term plans and vision, business requirements, and effective delivery tools and systems
-  Build, develop and manage our core suite of fundraising reporting and insights and deliver related training, support, documentation to users.
-  Balance competing deadlines whilst maintaining the highest level of quality and accuracy in the activities undertaken.
-  Inspire, motivate, and line manage the Supporter Data & Insight Executive to support the effective running of the Fundraising Department.
-  Ensure The Trust's supporter data, processes and systems are efficient, high quality, and compliant with relevant regulations, and drive continuous improvement to meet user needs
-  Support the Head of Supporter Data in driving fundraising priorities and developing a roadmap for data projects to improve the required infrastructure.
-  Maintain and develop the tools and systems for delivering effective fundraising performance reporting.
-  Manage and deliver fundraising data development projects that ensure continuous improvements in our data systems and processes.
-  Work with multiple stakeholders, including across the fundraising, technology and finance teams, to ensure alignment of plans and deliver of shared goals and projects.
-  Work closely with the colleagues in the fundraising data and insight team to undertake tasks that help fundraisers deliver data driven fundraising.
-  Liaise with colleagues across the fundraising teams to understand requirements and prioritise data development projects and reporting appropriately.
-  Responsible for actively contributing to an equitable, diverse and inclusive workplace.

# THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

## WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Understanding of data modelling principles, with the ability to use data to influence business processes.	To ensure that our fundraising data infrastructure and processes are efficient,
A natural with data, an understanding of data segmentation and reporting to provide insight that leads to increased income through fundraising or sales	You will drive existing reporting to improve our fundraising performance.
Excellent relationship management and communication skills, with the ability to translate complex data into meaningful insight for Fundraising colleagues.	So that you can work collaboratively with colleagues across our fundraising teams to help them make the most out of their data.
Excellent business reporting skills and ability to turn data and information into meaningful insights that drive action.	So that you can drive our fundraising reporting to lead to increased fundraising performance.
Strong knowledge of working with coding language(s) for data analysis e.g. SQL, R, Python (SQL primarily used for this role)	So that you can manipulate data and build sustainable processes and reports that help us drive our fundraising performance.
Experience	Why do we need this?
Experience of working with databases in complex operational environments	To help colleagues get the most out of our fundraising data to help us raise as much money to help young people
Experience of managing multiple and significant projects, to deliver high quality results on time and on budget.	To prioritise multiple fundraising data projects to ensure they are delivered to a high standard.
Experience of using business reporting tools such as Tableau, Power BI, Metabase.	BI, Metabase. So that you can build reports in our business reporting tool (currently Tableau)

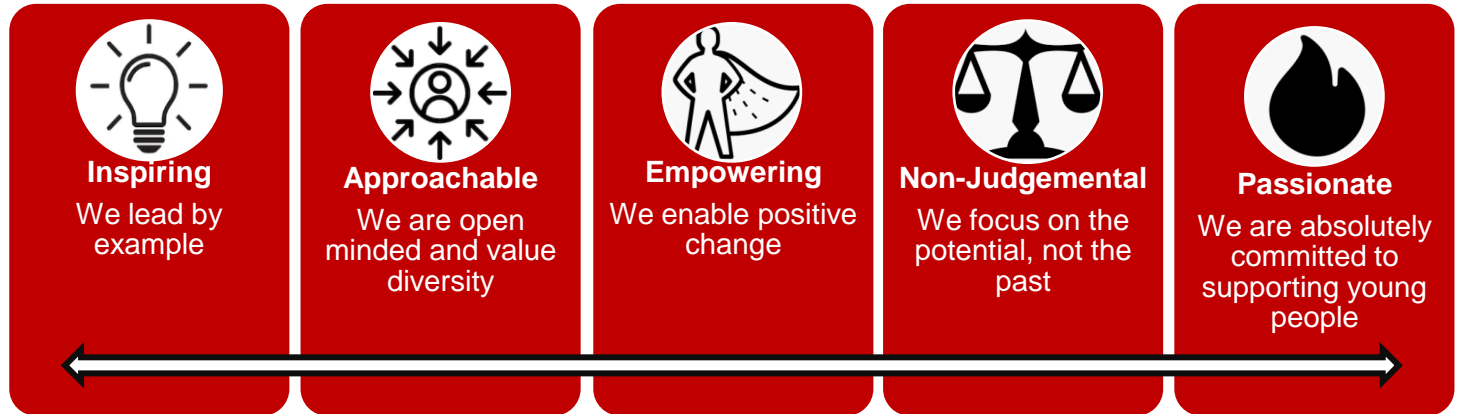
## WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of the Raiser's Edge fundraising database.	This is the current fundraising CRM that we use.
Experience of managing staff to set and deliver ambitious targets.	To lead and support your direct report and work collaboratively across the wider team
Experience of working in a fundraising, marketing or sales department that raise income through a variety of means.	So that you can help us raise as much money as possible for young people through our data processes, insight and reporting.
Skills & Knowledge	Why do we need this?
Project management skills including familiarity with Prince 2, Agile, ITIL or similar project management standards.	To prioritise multiple fundraising data projects to ensure they are delivered to a high standard
Knowledge of supporter or customer care principles.	To help ensure our data processes are helping deliver the experience our supporters deserve.

# WHAT DO WE EXPECT FROM YOU?

## OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

## OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through a passion for what we do</p> <p>You keep young people and our end goal in mind</p> <p>You build trust in others through reliability and holding self-accountable for success</p> <p>Resilient in the face of challenges, not taking constructive criticism personally</p> <p>You're authentic and bring unique talents to work, encouraging others to do the same</p> <p>You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities</p> <p>You take an entrepreneurial approach to improving how we do things</p> <p>You seek opportunities to enhance your own development and build expertise</p> <p>You role model a positive and constructive approach to giving &amp; receiving feedback</p> <p>You support others in adapting to change</p>	<p>You're approachable, clear and assertive</p> <p>You cascade important and relevant information to others clearly and swiftly</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>You listen to and empathise with others to understand the root of situations before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>You build and invest in relationships across The Trust</p> <p>You use awareness of how your own team fits within the wider organisation to find solutions</p>	<p>You translate The Trust's long-term vision and strategy into actionable plans &amp; targets</p> <p>You take responsibility for making and implementing logical, data-based decisions</p> <p>You're flexible and responsive as priorities and requirements change</p> <p>You seek solutions and solve problems, empowering others to do the same</p>

## THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.