

Breakthrough T1D Recruitment Pack



We are the leading global type 1 diabetes (T1D) research and advocacy charity; we help make everyday life with T1D better while driving toward cures.

Today, we are opening doors closed by a diagnosis of T1D. We do this by connecting the brightest minds and investing in the most promising research, campaigning for access to treatments and technology and supporting the T1D community. Tomorrow, we will make this condition a thing of the past.

"Breakthrough T1D provides a brilliant mix of passion, flexibility and a can-do culture that adds to an unwavering commitment to helping people with type 1 diabetes, which I couldn't get anywhere else! It's a brilliant place to work!"

Chris Bright, Community Partnerships and Events Lead

Thank you for considering Breakthrough T1D



**Karen Addington,
MBE**

Chief Executive
Officer,
Breakthrough T1D
UK

We're delighted you're interested in joining us at such an exciting time in our mission. We're driving life-changing breakthroughs to improve lives today and bring us closer to a future without T1D. Thanks to the support of our community and dedicated colleagues like you, the pace of change is accelerating faster than ever.

As part of a global organisation, you'll be connected to an incredible network of researchers, advocates, and supporters who are breaking down barriers and opening up new possibilities for everyone affected by T1D.

Here in the UK, you'll be part of a passionate and collaborative team, united by a shared purpose. Your work, whether you're raising vital funds or supporting the T1D community in other ways, will directly help people live better, healthier lives while moving us closer to a world without T1D.

Thank you for wanting to be part of our team, your contribution will make a real difference.

Our values:



Stand as one:

Moving forward together by embracing different perspectives, backgrounds, and expertise.



Act with purpose:

Staying true to the needs of our community and our organisation.



Lead with kindness:

Always meeting people with empathy and support.

Data and Insight Manager

Job Description

DEPARTMENT

Sitting within the Supporter Marketing & Experience team, this role works cross-organisationally with teams at all levels, from senior management through to frontline operational teams.

PURPOSE OF THE ROLE

This role ensures the organisation's data is accurate, well managed, and used effectively to inform decisions and engage supporters. It leads on insight and analysis to help teams understand performance, plan activity, and deliver the supporter journey through targeting and segmentation. The role also oversees data quality and governance, streamlining processes through automation while ensuring compliance with data protection requirements.

KEY RESPONSIBILITIES

- **Data Quality & Integrity:** Lead database cleansing and validation processes. Monitor data quality through audits and dashboards. Work with the Supporter Care and Operations Manager to identify CRM training needs and maintain a Data Handbook/Guidelines for consistent data usage.
- **Data In Processing:** Document and standardise data collection and import processes. Map data flows to ensure consistency. Support the Supporter Care and Operations team to deliver data-in processes.
- **Automation & Streamlining Processes:** Identify, implement and maintain automation and integration solutions to streamline data processes, working closely with the Head of Digital Products and IT Manager. Maintain documentation and training.

JOB TITLE:

Data and Insight Manager

STATUS:

Permanent

HOURS:

35 hours per week (Breakthrough T1D operates a flexible working hours policy)

SALARY:

£45,575 per annum

HOLIDAY:

25 days plus statutory holidays, increasing with years of service

LOCATION:

Hybrid working Part London office-based and part home based. The post holder will work a minimum of one day a week in the office

REPORTS TO:

Head of Supporter Marketing and Experience

DIRECT REPORTS:

Head of Supporter Marketing and Experience

KEY INTERNAL

RELATIONSHIPS:

Supporter Care Team, Fundraising & Engagement, Digital Transformation Programme team, Brand Marketing, Finance and Resources

KEY EXTERNAL

RELATIONSHIPS:

Donorfy, Dot Digital, Dataro, Advania

Data and Insight Manager

KEY RESPONSIBILITIES

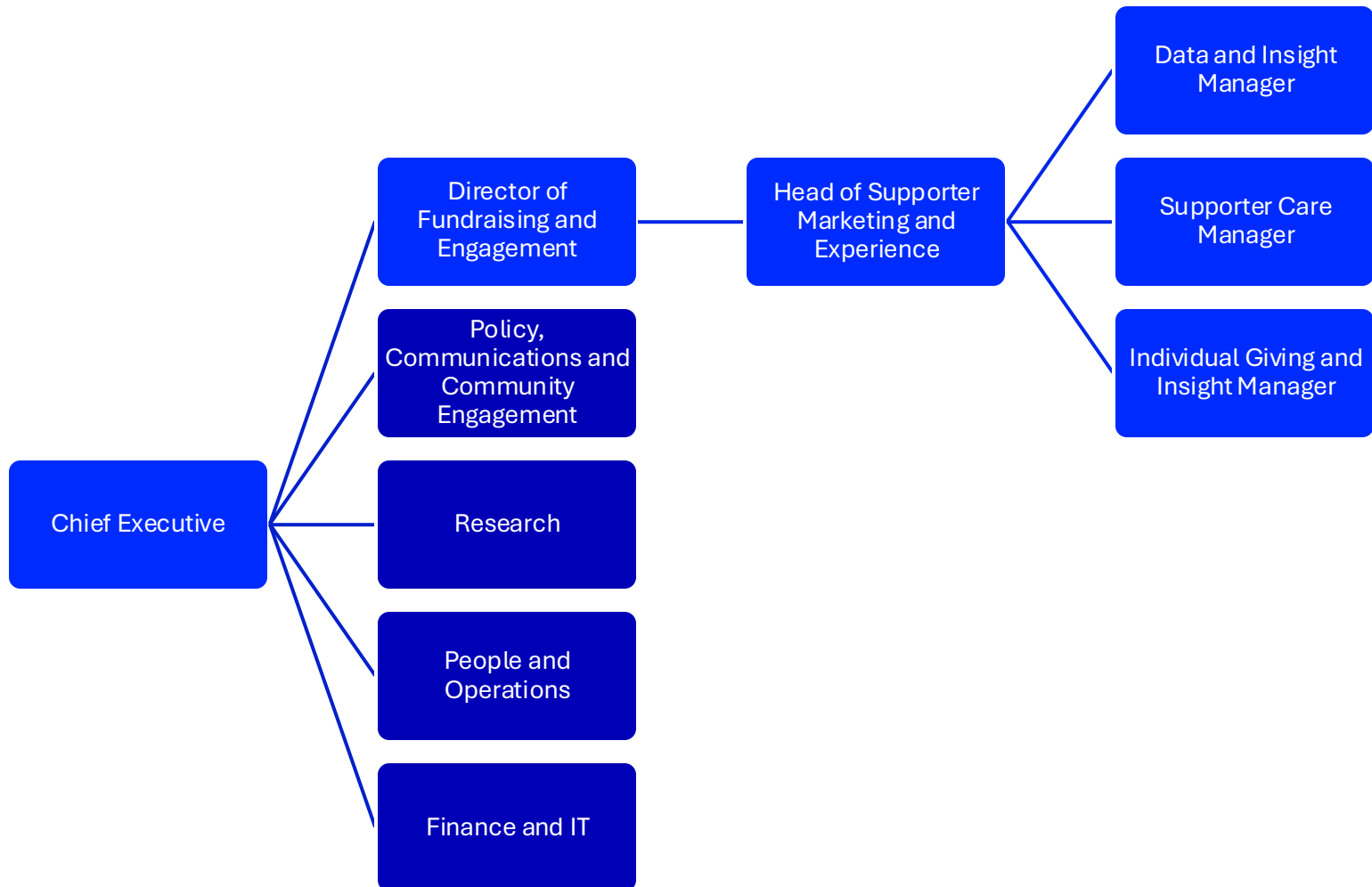
- **Targeting & Strategy:** Partner with team leads to develop segmentations and audience targeting strategies. Ensure data enables and enhances supporter journey planning and execution. Oversee contact ringfencing and segmentation across channels.
- **Insight & Analysis:** Develop actionable insights to support business decisions. Scope and implement tools to connect data sources working closely with other data source leads.
- **Data Governance and Data Protection:** Support delivery of the data governance framework and ensure compliance with internal and external data governance standards. Oversee compliance with data protection laws. Act as the point of contact for customers and regulatory authorities on data protection matters.
- **Gift Aid:** Responsible for preparing regular Gift Aid claims to HMRC, working with the Finance and Supporter Care teams.

EQUAL OPPORTUNITIES

Breakthrough T1D is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

Breakthrough T1D is the operating name of Juvenile Diabetes Research Foundation Limited, a registered charity No. 295716 (England and Wales) and SC040123 (Scotland).

Data and Insight Manager Department Organogram



Data and Insight Manager Person Specification

Person Specification	
Criteria	Essential
Experience:	<ul style="list-style-type: none"> • Experience leading and delivering data cleansing projects, including deduplication, validation, and removal of outdated records. • Demonstrated success in using data to inform and optimise supporter journeys and engagement strategies. • Experience working with CRM systems (e.g., Donorfy), marketing automation platforms (e.g., Dot Digital), and analytics tools (e.g., Power BI). • Familiarity with data governance, data protection regulations (e.g., GDPR). • Experience collaborating across departments including Fundraising, Marketing, Digital, IT, and Supporter Care. • Management experience and working in matrix structures.
Skills:	<ul style="list-style-type: none"> • Strong analytical and strategic thinking skills, with the ability to translate data into actionable insights. • Proficient in data manipulation and automation tools (e.g., SQL, Zapier, Power Automate). • Experience in writing complex SQL queries, stored procedures, and views. • Experience writing custom scripts to automate repetitive tasks. • Excellent communication and collaboration skills, able to work effectively with cross-functional teams. • Skilled in documenting processes, developing training materials, and delivering user support. • Ability to manage multiple data systems and ensure integration and consistency across platforms. • Ability to use SQL and Access Database to interrogate and report on data, and to load and extract data from the database. • Knowledge of data protection principles and legislation, in particular GDPR • Database Security, and information security more widely • Excellent Microsoft Excel knowledge. Good working knowledge of other MS office packages
Style of working:	<ul style="list-style-type: none"> • Curious and insight-driven, with a passion for using data to improve supporter experience and organisational impact. • Collaborative and inclusive, with a strong ability to build relationships across teams and departments. • Detail-oriented and methodical, with a commitment to data quality, integrity, and governance. • Proactive and solution-focused, always seeking opportunities to improve processes and outcomes. • Adaptable and resilient, comfortable working in a fast-paced, evolving environment. • Solution-focused with an ability to identify areas for improvement, develop plans and take necessary steps to drive improvements.

Employee Benefits



As an employer we offer:



Hybrid working arrangements



Pension scheme



Season ticket and cycle loan



Generous annual leave entitlement – 25 days per year plus bank holidays for full-time staff with leave increasing after three and five years' service



Health cash plan that allows you to claim for some treatments such as dental, optical and physiotherapy treatment



Flexible working and will consider compressed hours



Family-friendly policies – maternity, paternity, adoption and shared parental leave at enhanced rates



Personalised training to suit your career aspirations and professional development