

## Job description

**Title:** Senior Data and Operations Officer (part-time)  
**Organisation:** Bliss, the premature and sick baby charity  
**Location:** Hybrid (with minimum 1 day per week in Bliss Head Office, London SE1)  
**Salary:** £35,000 FTE (prorated to £21,000)  
**Terms:** 21 hours a week

### Role description

#### Main purpose of the role

This role is responsible for the daily management and effective operation of the Bliss CRM, Raiser's Edge, as well as leading on key data projects to make the most of the insights and information captured in our CRM to maximise Bliss' fundraising. This role also leads on the delivery and development of data processes which are smooth, timely and efficient, and works with stakeholders across the organisation - especially Fundraising, Finance and Digital - to ensure that colleagues have access to the right data and efficient processes to meet their needs. This role line manages the Data Officer and is responsible for supporting and developing this role, as well as upskilling other colleagues to enable them to take responsibility for their own data. This role would particularly suit someone who wants to combine their data expertise with a proactive nature to ensure that data is used to best effect.

#### About the team and department

This role sits within the Data and Operations team, which consists of this role and the Data Officer. The team sits within the wider Fundraising department alongside the Community & Events, Individual Giving, Trusts & Foundations, and Partnerships teams.

#### Reporting structure

Reporting to the Director of Fundraising.

#### Key responsibilities

##### Database management

- Oversight and management of Bliss' CRM Raisers Edge, with overall responsibility for its effective operation
- Lead management of Bliss' relationship with CRM provider Blackbaud, ensuring that we get value for money from contracted services, escalating and resolving system faults, and working with the Fundraising Director on overall supplier management
- Act as main administrator for Raiser's Edge, including setting up accounts and managing access for users
- Oversee and deliver regular training to all Bliss staff, including new starters and all fundraising department members to ensure that all staff are equipped to fulfil as many of their own data needs as possible

### Data processing

- Ensuring that data on our CRM is accurate and up to date, with regular quality checks and removing duplication
- Working with internal teams and external providers to set up new import processes, ensuring data is structured in a way which is accessible and useable for stakeholders
- Creating and maintaining import templates using Importacular
- Importing constituent data from a variety of sources onto the Raiser's Edge CRM in a timely manner
- Working with the Fundraising Director and Digital team to ensure that marketing consents are accurately and completely captured, recorded and actioned across all data activities
- Supervising the Data Officer to ensure that all financial transactions have the correct gift aid status, liaising with the finance team to ensure regular gift aid claims are made
- Supervising the Data Officer to ensure that donations data from a variety of sources is imported in an accurate and timely manner
- Identifying opportunities to improve and streamline processes, and implementing these to make best use of resource in the Data and Operations team and wider Fundraising department

### Data selections, analysis and reporting

- Proactively identifying ways to maximise insights from Bliss' data and data trends to support fundraising activity, and working with colleagues across the Fundraising Department to develop these into action
- Supporting Fundraising teams with data analysis and queries, for example in planning their work, identifying prospects or evaluating campaigns
- Helping Fundraising teams to understand how data can support their prospecting and marketing, supporting them to build data selection requests and then responding to these requests using queries
- Supporting the Director of Fundraising and other fundraisers in the department with regular reports to monitor performance of the overall fundraising portfolio

### Line management and leadership

- Manage the Data Officer, providing regular supervision and support, setting objectives, managing performance, and identifying and facilitating learning and development opportunities
- Act as the data subject matter expert at Bliss, advising teams as to how they can better use data to deliver their activities and ensuring good use of Raiser's Edge across the organisation
- Proactively identify opportunities for process improvement across the Fundraising department and support teams to become more efficient in their use of data

### Other

- Supporting the Data Protection Officer (Director of Fundraising) to maintain an accurate log of all data processing activities

## Person Specification

### Skills and Experience

- Significant experience of using CRMs in a charity, including making best use of data to maximise fundraising. Experience of Raiser's Edge is desirable but not required
- Experience of overseeing data operations within a charity fundraising context, including batch importing, building selections and analysing data to support the effective delivery of work
- Experience of developing and implementing new data processes from scratch
- Experience of improving processes to increase efficiency, ideally including data integration
- Advanced skills in using Excel to analyse data
- Line management experience is desirable but not required

### Qualities

- Passionate about the value that data brings, and confident to develop new ways of working to make best use of data, including asking questions of colleagues and giving advice to help design the best solutions for stakeholders
- Excellent analytical and problem-solving ability
- Excellent attention to detail
- Ability to work under your own direction and to take accountability for your work
- Excellent time management, with the ability to prioritise workloads to meet demanding deadlines.

### Knowledge

- Good knowledge of different fundraising activities and how data can best be used to support them, particularly community and events fundraising

### Special conditions

- Able to demonstrate commitment to the aims and objectives of Bliss
- Willingness to undertake further training as and when required

### Health and Safety and codes of conduct

- To carry out all work in accordance with Bliss' site health and safety policy
- To adhere to Bliss' Equity, Diversity & Inclusion Policy at all times
- To adhere to Bliss' financial monitoring processes
- To ensure compliance with the GDPR and Bliss' Data Protection Policy along with the Privacy Policy
- To adhere to Bliss' User Involvement policy and practice and to work closely with a range of stakeholders and users of services to best design, support and evaluate our activities
- To undertake duties in line with the Institute of Fundraising, the Fundraising Regulator and other relevant codes of conduct
- All employees must have a right to work in the UK

## About Bliss

Bliss is the UK charity for babies born premature or sick. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life.

We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research.

For more information about Bliss, visit [bliss.org.uk](https://bliss.org.uk)

### Why Work for Bliss

**If you work for Bliss, you'll be part of a passionate, hardworking team who are making a real difference to the lives of babies born premature or sick.**

Bliss has around 40 staff, most of whom are based in our lovely London Bridge office, with a small number of remote staff based in Scotland. All of our staff work **flexibly**, with everyone able to choose when to work their hours between 7am – 7pm Monday to Friday (working days are up to 8hrs long). This means we can provide lots of options for flexible working, such as annualised or compressed hours, as well as offering roles on a job-share basis.

We really value in-person interactions, so **hybrid working** means staff work in the office for two days per week but can choose to work wherever they like for the rest of their hours. Staff are supported to work even more flexibly over the summer and are also able to choose two weeks per year when they work fully remotely, if they would like to.

We are an equal opportunities employer and take pride in our **inclusive** work culture. We are committed to being inclusive in our recruitment practices and in our ways of working to ensure we recruit and retain a diverse workforce. Having a **diverse** workforce is important to us, to ensure we can best represent and serve all babies born premature or sick every year. We recognise that babies born into families already facing health inequalities may need more, or different, support in order to have the best chance of survival and quality of life so there is a particular focus in our **strategy** on driving for equity in neonatal care. We are determined to become even more inclusive and diverse in the future.

Our staff truly embody our **values** of being supportive, trusted and ambitious. In 2023 we asked staff what makes Bliss unique to work for, and staff said: *"the supportive culture, people care about their work and genuinely want to do their best"* and *"we seem to have a great skill in employing lovely ambitious people. I think it's rare to work somewhere with such a friendly and supportive culture where people genuinely care and go out of their way to collaborate and to support one another"*. **95% of staff said that Bliss was a good place to work and 95% said Bliss has an inclusive environment where all staff are welcomed, valued, and respected.**

Working at Bliss also means you'll leave work every day knowing that you **make a difference**. We take opportunities to share each other's successes, and we are totally focussed on understanding the needs of our beneficiaries and seeking to address them. We share our findings regularly with each other, so that we all feel **connected to the cause** and see the **direct impact** we are having.

Working for a relatively small charity, you will get a real chance to **shape the agenda** and be able to take **ownership** of a project or task. We can also provide lots of opportunity to work with different teams and on project and working groups, so **you'll never be bored!**

We understand that we all have different priorities at home and we aim to offer a mix of financial and non-financial **benefits**. Our 'better than statutory' benefits include:

- 34 days paid holiday (pro rata for part-time employees) including bank holidays which can be taken whenever desired [26 days of holiday plus 8 days of bank holiday]
- Additional one-off week holiday granted as a 5 years' service award
- Generous contributory pension scheme
- Interest-free, tax-efficient season ticket and cycle loans
- Enhanced company sick pay
- Enhanced family leave pay (after minimum service)
- Neonatal leave and pay
- Paid time off for volunteering
- Paid Emergency and Dependents leave.

We have a **relaxed** work-life and dress code, offer free access to an **employee assistance programme** and ensure a genuine focus on ongoing **learning and development** for all staff, with dedicated L&D time and paid leave for personal L&D activities. Our staff are friendly and kind and enjoy **social activities** together in and outside of working hours.

We are proud to be a **London Living Wage employer**, and have signed up to the **Show the Salary** pledge.

### Accessibility Statement

Bliss is committed to recruiting employees who reflect the diverse community we serve.

We know that in order to recruit the most talented people, we need to access a wide pool of talent, and this means being as inclusive as possible in how we recruit, support and retain our staff.

Bliss recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Bliss we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role, but your past experience doesn't align perfectly with every aspect of the job description, we encourage you to apply to tell us what you can offer our organisation. You could be just the right candidate for this or other roles.

Some examples of our accessibility provisions for the recruitment process include:

- Step free access to the building, all key meeting rooms and bathrooms, and an accessible workstation
- Application pack in large / easy read format
- Additional time for interview tasks
- Private space for additional needs (e.g. prayer / breastmilk expression)
- Pre-interview meeting to talk through the role and person specification.

If you need any adjustments to enable you to access this job information, or the application process, please let us know.