

Data & Insight Senior/Officer



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Lusiana lives in a community vulnerable to climate change in Fiji. The disaster preparedness and response planning in her village has been inclusive.



CBM UK

www.cbmun.org.uk 0800 567 7000

Charity Registration No 1058162 (England & Wales) SCO41101 (Scotland)

Working with a supportive, flexible employer

Thank you for your interest in joining the CBM UK team.

We are committed to promoting diversity, equity, and inclusion in all that we do. We are accredited as a Disability Confident Employer, a Living Wage Employer, a "We Show the Salary" Employer, and a supporter of the Age-Friendly Employer Pledge. These recognitions reflect our dedication to creating a fair, inclusive, and supportive workplace for everyone.

If you need any support or reasonable adjustments during the recruitment process, please don't hesitate to contact us at [email us](#).

At CBM UK, you would be joining a very supportive and collaborative community, working with a friendly team who are incredibly passionate about their work. The wellbeing of our team is central to how we work. We encourage a healthy work-life balance, offering hybrid working up to 50% working from home. Part of what makes our organisation special is the collaborative culture we've cultivated, which relies on spending quality time together in the workplace, which enables the opportunity to build the strong relationships that are core to our team dynamic.

Our team benefit from excellent personal development opportunities and we can offer the chance to undertake fully paid training or study where appropriate.

CBM UK's main office is in central Cambridge. We have a wonderful and accessible modern office building which is located nearby to Stourbridge Common and the River Cam.

Respect and compassion are at the heart of all that we do, and this reflects in our culture. We are an organisation based on Christian values, welcoming staff of all faiths and none. It's the basis of why we do what we do, striving to build a just and equitable world in which all people are included, loved, valued, and respected. We do not proselytise, and we work with partners of all faiths and none, according to the greatest need.

Who we are

For over 115 years, CBM has been transforming lives around the world. We work with local partners, making sure people with disabilities in some of the world's poorest communities have access to healthcare, education and a future when they can thrive. And when a disaster strikes, we're there providing emergency relief and support to people with disabilities and helping communities recover and rebuild.

With 35 UK staff, we're part of a Global Federation working in 26 countries. This is a truly exciting time to join us as we embark on an ambitious new strategy, as we fight to end the cycle of poverty and disability.

Our Vision & Values

Our vision is an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

We Champion Inclusion

We challenge discrimination and embrace diversity. We work with people of all faiths and none and we strive to build a just and equitable world in which all people are included, loved, valued and respected.

We Strive for Justice

We challenge injustice and equip others to exercise their rights. We serve with compassion those in greatest need, regardless of race, gender, age or religious belief.

We Pursue Excellence

We creatively innovate and pursue continual improvement so that we can maximise our impact and bring about tangible change in the lives of those others leave behind.

We Embrace Partnership

We can achieve more when we work with others. We learn together with our partners, communicate respectfully and honestly, and we value everyone's unique contribution.

We Live with Integrity

We live responsibly and with honesty.



About the role

Place of work	1 Munro House, Mercers Row, Cambridge, CB5 8HY With up to 50% working from home option.
Starting salary	Officer - £29,140 to £30,920 pro rated for part-time hours Senior Officer - £35,390 to £36,450 pro rated for part-time hours
Hours	18.5 hours per week (equivalent to 2.5 days). We welcome flexible working and are happy to discuss arrangements that accommodate school hours and other commitments. Working hours will be agreed with the successful candidate.
Reports to	Data & Insight Manager

This vital Data and Insight Officer or Senior Officer role will work with the Data and Insight Manager to develop and administer the supporter relationship database (Salesforce NPSP), providing high-quality support to CBM UK staff. Advertised at Officer or Senior Officer level (subject to experience), you will be part of a dynamic & highly skilled Fundraising and Communications team, dedicated to inspiring people in the UK to help transform lives in some of the world's poorest places.

Key responsibilities

The Data and Insight Officer or Senior Officer facilitates effective use and development of data across the organisation to increase fundraising, communications and engagement potential.

Database Management (80%)

- Support Data and Insight Manager to maintain, develop and administer the supporter relationship database (Salesforce NPSP) and related applications.
- Work closely with members of the team to respond to queries and escalate issues to the Data and Insight Manager when required.
- Deliver staff training and maintain documentation to ensure appropriate levels of Salesforce knowledge across the teams.
- Support the Fundraising & Communications team to produce data for direct marketing appeals and carry out data checks to ensure data accuracy.
- Liaise with internal and external teams to process required data. Maintain relationships with solution providers and other related parties.
- Ensure data integrity and security of the database, and regulatory compliance including GDPR and PERC. Keep abreast of best practice in data management in Salesforce.

Data Analysis and Insight (20%)

- Support the Fundraising & Communication team to build reports and dashboards to report on key performance indicators and targets to provide timely and critical information.
- Support the development of insight and data analysis of fundraising campaigns across a range of channels and platforms to inform future fundraising and engagement plans.

Other

- a) Work collaboratively with colleagues across teams to share learning and support integrated ways of working.
- b) Help develop a culture of enthusiasm and success, reflecting the ambitions of CBM. Play an active role across CBM, promoting positive working and innovation.
- c) Carry out any other duties as required by the Data and Insight Manager and Director of Fundraising, Impact & Communications.

Person specification

Experience and knowledge	Essential/ Desirable
Excellent organisational skills, with the ability to prioritise multiple tasks to ensure deadlines are met. Able to plan, work strategically and under pressure and see projects through to completion.	Essential
Strong analytical skills with a keen eye for detail and accuracy.	Essential
Excellent verbal and written communication skills and strong interpersonal skills.	Essential
Robust, 'can-do' attitude that thrives on challenges.	Essential
Proficient in MS 365, including good working knowledge of Excel.	Essential
Sympathetic to Christian values.	Essential
Experience administering a supporter relationship database or Super User of Salesforce.	Desirable
Experience of working in the charity sector.	Desirable
Working knowledge of GDPR.	Desirable

Employee Benefits

- Agile working for all staff members which includes options for flexible working hours and up to 50% working from home for most roles.
- Wonderful modern offices, which are fully accessible.
- All full-time employees are entitled to 25 days' holiday per year in addition to UK public holidays.
- Option to buy extra annual leave.
- CBM places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We encourage staff to further their skills and careers and, where appropriate, may support access to study and training opportunities.
- Competitive salaries within the sector. We regularly review salaries to attract, develop, motivate and retain the appropriate calibre of employees.
- We offer a generous pension plan with employer contribution of up to 5%. With the option of salary exchange.
- Group Life Insurance for all employees, which is equivalent to 2 x your annual salary.
- Our Wellbeing Working Group actively supports mental health and wellbeing in the office. We also offer a free Lifestyle Counselling Helpline & Online Support Service
- Bike to work scheme.

Diversity and Safeguarding

Everyone has the right to be treated with consideration and respect. CBM UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual.

CBM UK aims to ensure that all staff, volunteers, supporters, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race, including colour, nationality, ethnicity, or national origin, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

All roles within CBM UK are required to actively respect, support and promote the safeguarding of all children and adults who come in contact with our organisation, including our beneficiaries, partners, staff and volunteers, ensuring policies and procedures are followed and observed at all times.

Employment Checks

We are unable to provide sponsorship for this post. All offers of employment are made subject to proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and three references satisfactory to CBM UK and a DBS Check.

Use of Curriculum Vitae

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such your CV should be accompanied by a completed application.

Shortlisting and Interviews

All applications are subject to our shortlisting process. If you are shortlisted we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

How to apply

More information about CBM can be found by visiting our [website](#). We are happy to answer any questions you may have. Please [email](#) our Recruitment Team or call us on 01223 484700.

Application forms can be [downloaded from our website](#). Please email your completed form and Curriculum Vitae to recruitment@cbmuk.org.uk

Closing date for the receipt of applications is 9am, Monday 26th October 2026.

We look forward to receiving your application.

