

Job title:	Impact Manager
Location:	Head Office, London SE1 (with flexibility for home working)
Department:	Finance & Resources
Reporting to:	Head of Data
Direct reports:	None
Salary:	£38,000 - 42,000 per year

Key working relations

Head of Data

Chief Operating Officer

Heads of all departments

Directors, managers and staff teams across the charity

Main purpose of job:

The main purpose of this role is to work across the organisation to unleash the power of data analysis and curiosity. The role will work with colleagues across different departments to understand their data, find insights and support the team to make data driven decision and impact reporting. This role will be crucial in Muscular Dystrophy UK's (MDUK) transition to be a more data driven organisation, including:

- Identifying and developing appropriate instruments for data collection to ensure accurate impact reporting can be developed for all activities
- Identifying appropriate statistical methodology for data analysis across various departments (quantitative and qualitative as required)
- Work across the organization with Head of Departments and others to help to identify, understand and quantify the data collection needs
- Act as a business partner to all departments in relation to their impact reporting and data analysis
- Support the Head of Data in administration and integrity of the MDUK databases and data flows between various departments (across Dynamic, Smart Simple, others as required) and provide training and support to the users and to maintain data protocols and policies.

To ensure a first class Data service is provided to internal and external 'customers' with a clear focus, helpful advice, continuous improvement, problem solving and business partner approach.

Key areas of responsibility

Impact

- Monitoring the medical research charity sector in demonstrating impact and implanting best practice in data and impact reporting for MDUK
- Lead and support impact related working groups
- Maximise the quantity and quality of impact data collected by departments
- Improve collection, curation, and use of case studies across all activities
- Develop a strong understanding of MDUK strategy and mission to lead on consistent impact reporting across charitable activities

Data analysis

- Perform standard analysis for infographics, reports, and blogs
- Perform ad hoc analysis of various departmental data in response to internal and external queries
- Create and maintain interactive data visualisations as part of the general reporting (internal and external)
- Help to analyse and understand impact data across departments and explore platform provision
- Support charitable, fundraising and marketing departments with using data as intelligence for decision making

Supporting Head of Data across the organisation

- Support various departments in collecting, cleaning, and interpretation of data sets in order to answer a question or solve a problem and support decision making
- Help various departments in decision making in respect to what data should be collected and how the tools in place may support that or may need to be improved.
- To be the internal champion of the database, emphasising the importance of data quality and leading on its development and use within the organisation
- Working with the Head of Data to prepare data selections and segmentation plans
- Support data training across the organisation as instructed by the Head of Data
- Support maintaining data policies and procedures across the organisation

Other

- Investigate new analysis techniques, data models and software packages and update heads of departments about their potential application
- Consistently review new systems and processes in the marketplace in order to increase our efficiency,
- To work with the external IT and databases providers to test and install new and upgrade software relating to the database

- To undertake any other duties as directed by the line manager.

Values and behaviours

- A positive attitude and approach that reflect the charity's values. Strong business partner approach with willingness to communicate and explain complex data issues to users.
- To contribute to the development of the charity and lead on creating strong data driven decision culture.
- A commitment to and an understanding of disability issues, equal opportunities and diversity.
- To demonstrate role model behaviour at all times.

Person Specification

Experience	
Significant experience of fundraising database marketing within the not-for-profit sector, with a focus on the specific use and manipulation of data structures within a relational database	Essential
A good understanding and working knowledge of direct marketing, particularly in the not-for-profit sector	Essential
Experience of helping to prepare and submit Gift Aid claims	Desirable
Skills	
Knowledge and experience of using Excel and SQL (or other query language)	Essential
Knowledge and experience of using Power BI, Visual Studio (or other similar applications)	Desirable
Knowledge of GDPR and its application to direct marketing and support	Essential
Knowledge and experience of assisting internal Finance functions complete reconciliation reports	Desirable
Proven ability to successfully implement patches and upgrades of database software, retaining database stability	Desirable
Personal qualities	
Ability to work methodically and accurately with excellent attention to detail	Essential
To have a positive attitude to work, particularly new initiatives	Essential
Planning - The ability to develop and implement clear and robust plans for self and others to follow.	Essential
Leadership - The ability to set instructions whilst empowering others to accomplish tasks. Demonstrates flexibility by adopting a management style to the given situation.	Essential
Organisational skills - The ability to manage own time and tasks effectively. To work to agreed deadlines and cover diverse areas of	Essential

operations (research, services, restricted funding reporting requirements)	
Ownership and accountability - The ability to accept responsibility for own area of work, identifying critical elements and working in a pro-active/solution focused way.	Essential
Teamwork - Strong interpersonal skills and ability to build effective working relationships.	Essential
Communication - The ability to represent Muscular Dystrophy UK effectively and professionally.	Essential
Self Development - The ability to constantly challenge and improve self and others.	Essential
Details	
Hours – 35 per week	
Holiday – 25 days per year	