



**BATTERSEA**

HERE FOR EVERY DOG AND CAT

# RECRUITMENT PACK



# Data Applications Change Lead (BDCH6081) - Battersea London

Battersea is here for every dog and cat and has been since 1860. We are a leading animal welfare charity and over the last 160 years we've grown from one home in London to three rescuing and rehoming centres across the South East. With c600 staff and 1000 volunteers, we have cared for over three million vulnerable animals. We also campaign tirelessly to make things better for dogs and cats, sharing our expertise and educating the public and policymakers about responsible pet ownership. Join us and make a difference for every dog and cat.

Please read the information below thoroughly before starting your application.

## Your Application

Your supporting statement is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and our values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. Please do not generalise e.g. "I usually....", or waste your word limit by telling us that you love dogs and cats. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

**Closing date:** 20<sup>th</sup> March 2024  
**Interview date:** w/c 25<sup>th</sup> March 2024

If you do not hear from us within 2 weeks of the closing date, please assume you were unsuccessful on this occasion. Please note that we reserve the right to close this post early, should we receive a high volume of applications.

We are committed to providing equality of opportunity and valuing diversity for all current and prospective staff, volunteers and Trustees. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together. We would particularly welcome applications from black and minority ethnic and disabled candidates, who are currently under-represented at Battersea.

## Working at Battersea

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK

## Data Protection

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Battersea) and will not share your data with any third parties for their marketing purposes. We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our Job Applicant Privacy Notice or contact our Data Protection office at [DataProtection@battersea.org.uk](mailto:DataProtection@battersea.org.uk)

## Job Description: Data Applications Change Lead

<b>Dept/Team:</b> Data Applications	<b>Location:</b> Battersea, London (hybrid working with a minimum of 50% of time on site)
<b>Hours:</b> 35 hours per week. We're always happy to discuss flexible working, part time hours and job share arrangements	<b>Duration:</b> Permanent
<b>Responsible To:</b> Head of Data Applications	<b>Responsible For:</b> 1-3 Data Applications Change Analysts (TBC)
<b>Works With/Key Contacts:</b> Battersea Directors Direct team Launchpad Programme team Income Generation Heads and teams External fundraising agencies Finance and HR Business Partners IT Team Marketing & Communications team	<b>Salary &amp; Grade:</b> £66,000 per annum Grade B2

### Battersea's approach to diversity

Battersea is here for every dog and cat and has been since 1860. We care for animals unconditionally, and we do not judge the owners of pets that need our help. It is this commitment which brings us together as an organisation, and we take great joy and pride in that.

We were founded by a female pioneer, Mary Tealby, who was unafraid to confront convention at a time when women leaders were rare, and animals were not universally loved. Her willingness to challenge the status quo is part of the legacy she leaves with us today, and we celebrate the impact we have made so far because of her vision.

We are ambitious to do more, including helping new populations of animals in new places beyond our centres; and we know we must adapt to the evolving world around us, harnessing the skills, experience and creative thinking of a diverse workforce to help greater numbers of animals and deliver the impact we all aspire to. And we know that an inclusive environment, where we welcome different perspectives and where staff and volunteers are empowered to be themselves, will ensure we continue to thrive.

We strive to create lasting change for animals and the people that care for them and believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, will be essential in our mission to deliver greater impact for dogs and cats everywhere.

### Why the role exists

Battersea is undergoing a significant transformation programme to deliver real change in the way we work with, utilise and learn, from Data. Our new approach will enable smoother animal, customer and supporter journeys and will help us with embed a truly data and insight-driven approach to decision-making at Battersea.

With the programme underway this exciting role has been created to lead the Data Applications Change team, within the wider Data Applications function.

This role, working with the Head of Data Applications will be responsible for recruiting and embedding the newly created Data Applications Change Team. Initially, this team will play an important role in the success of the programme by being responsible for delivering significant parts of several programme workstreams. Once the programme has been implemented, the Data Applications Change team will be responsible for the ownership and delivery of all future changes required for our new Salesforce Lightning CRM, MuleSoft AnyPoint and other related applications.

This is a really exciting opportunity for someone looking to help shape the future of data at Battersea. For an experienced professional, open to working in a dynamic and fast-paced environment, with a desire to facilitate and drive real change, this role offers a lot of opportunity.

### Overall objectives

- Initially focused on delivery of the Launchpad Programme, have responsibility for the successful delivery of project and workstream activities that contribute to the programme's overall success.
- Work with stakeholders to manage and prioritise a backlog of change activity to ensure Battersea is maximising its investment in technology.
- Ensure that all stages of delivery, from business analysis, requirements gathering, process mapping and testing are delivered effectively on time and within budget constraints.
- Effectively recruit, lead, and manage the Data Apps Change Team; motivating and developing staff to achieve their full potential and creating a high performing team who work collaboratively across Battersea.
- Implement ways of working that enable the Data Apps Change team to work with agility to deliver effective change at pace.
- Ensure delivery and compliance (GDPR etc) best practice is fully embedded into the team's activities.
- Work collaboratively with colleagues from the Senior Leadership Team to refine backlogs and ensure the teams priorities are aligned with the strategic needs of the organisation.

### What you'll be doing

### Approx % of time

<p>Lead the Data Apps Change Team to successfully deliver multiple complex projects and change initiatives:</p> <ul style="list-style-type: none"> <li>Act as project lead on multiple complex projects, managing resources to ensure that they are delivered on time to a high standard.</li> <li>Oversee the end-to-end delivery of projects, ensuring business requirements are met in alignment with organisational aims and compliance obligations.</li> <li>Deliver discovery of requirements, design and implement effective solutions, ensure appropriate rigour is applied to testing methods and create appropriate materials to allow high quality embedding of new process.</li> <li>Where needed, effectively work with delivery partners to scope, implement, and operationalise specific activity, whilst ensuring the partner is providing value for money.</li> <li>Use the most suitable delivery methodologies to make sure projects are delivered at the appropriate pace and business benefits are maximised.</li> <li>Ensure projects are smoothly transitioned into business as usual for ongoing support and maintenance.</li> <li>Work with colleagues from across Battersea to proactively identify and deliver improvements to existing processes.</li> </ul>	65%
<p>Lead and manage the Data Apps Change Team, creating a high performing and motivated team by coaching and nurturing talent:</p> <ul style="list-style-type: none"> <li>Recruit and develop a high performing team that is able to effectively deliver complex technical changes.</li> <li>Ensure the team has the right combination of skills, training and experience to meet the ever-changing demand of a large and complex organisation.</li> <li>Set stretching objectives and KPIs in order to achieve individual and team goals, aligned to organisational strategy.</li> <li>Create a culture of high performance and delivery expertise by embedding the appropriate delivery models e.g. Waterfall, Agile, CI etc.</li> <li>Embed a culture of continuous improvement so that the team is able to improve processes, ways of working and implements lessons learned.</li> <li>Support the team to be resilient to working through ambiguity and changing requirements and to be robust when facing challenges or setbacks.</li> </ul>	20%
<p>Effectively influence, collaborate, and communicate with all stakeholders:</p>	10%

<ul style="list-style-type: none"> <li>• Collaborate with stakeholders from across the organisation to effectively prioritise, plan and deliver project and change activity.</li> <li>• Effectively influence and negotiate with senior leaders to ensure timelines are achievable and expectations are appropriately managed.</li> <li>• Proactively work with colleagues to identify risks and own (or appropriately escalate) the management of these risks and issues.</li> <li>• Work with internal and external stakeholders to effectively identify and remove blockers.</li> <li>• Accurately report on the progress of projects to the relevant boards or forums, ensuring that setbacks or delays are communicated openly and the conversation remains solution focused.</li> <li>• Become a trusted expert to non-technical colleagues by communicating technical concepts in easy-to-understand ways that align with the business context and simplify any complexity.</li> </ul>	
<p>Represent the Data Apps Change Team through Battersea's business planning cycle:</p> <ul style="list-style-type: none"> <li>• Work closely with Head of Data Applications to ensure the teams activity is correctly represented in annual activity and budgetary plans.</li> <li>• If necessary, contribute to business cases to support requests for additional activities, budget or head count required to allow the team to achieve its goals.</li> <li>• Work with stakeholders to help scope and size potential future projects to support organisational prioritisation.</li> </ul>	5%

The above job description is intended to be an outline of the duties and responsibilities for this role. Job descriptions change over time, and we will discuss with you and ask you to carry out work relevant to your role.

### What you'll need to have to do the job (essential)

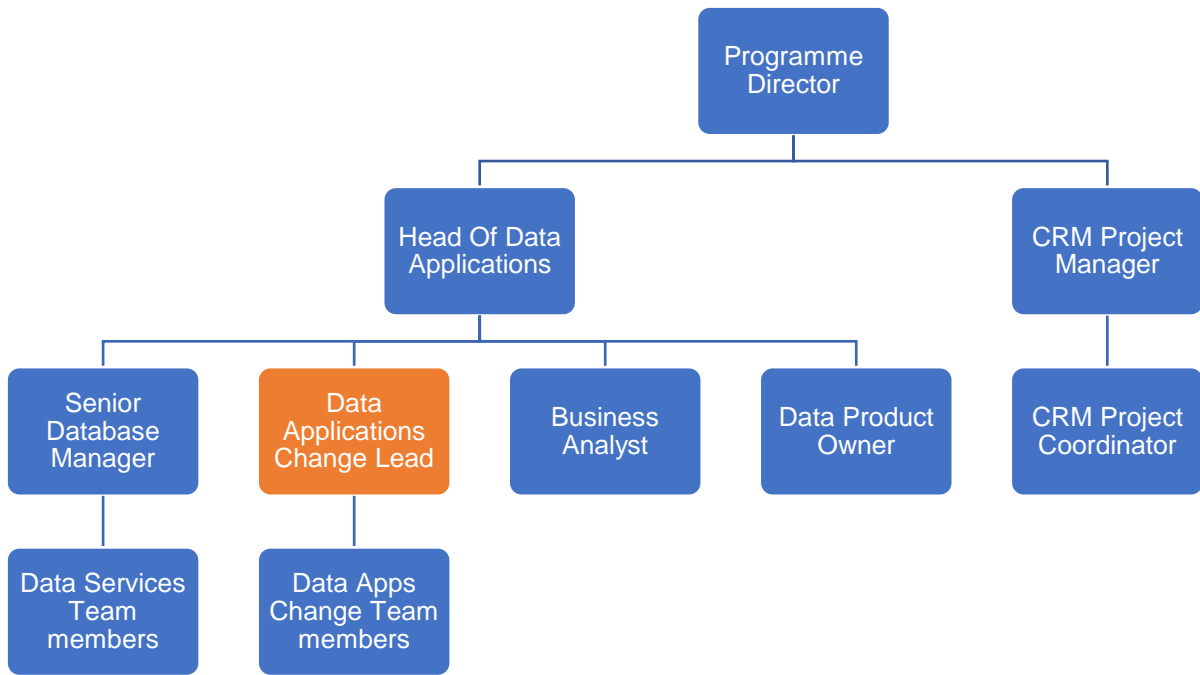
<b>Job Specific</b>	Significant experience of managing and developing modern CRM and similar data platforms within an organisation of significant size and complexity.
	Demonstrable, significant experience of successfully delivering complex technical changes in busy environments.
	Adept at identifying the needs of non-technical users and translating them into effective technical solutions.
	Experience of building, leading and developing teams through periods of change.
	Experience of working in high performing and ambitious project delivery teams.
	Skilled at managing both own and team's workload to ensure targets are met without negatively impacting on individuals' wellbeing.
	Experience of managing and developing individual team members to ensure effective performance.
	Strong communication and influencing skills with stakeholders at all levels of the organisation and comfortable building trusted relationships to deliver change activity.
	Proven experience of building strong relationships with a range of stakeholders and working constructively and collaboratively with colleagues from different teams
	Proven success at working with external delivery partners to delivery technical change and ensuring the supplier is delivery value for money.

	Excellent knowledge of relevant compliance obligations (GDPR, HMRC etc) and a strong understanding of the broader charity regulatory environment.
	Excellent knowledge of charity activity relating to marketing and including Income generation.
	Demonstrable experience of managing through ambiguity to deliver rapidly changing demands.
	Proven experience of successfully motivating and leading high performance teams, including setting and measuring clearly defined objectives.
	High degree of computer literacy with significant experience of MS Office and other relevant IT systems, including significant experience of working with data applications.
	Ability to stay positive and solution focused in the face of unexpected challenges.
<b>Values</b>	CARE – We care wholeheartedly about our mission to be here for every dog and cat, and the work we each do to achieve this.
	EXPERTISE – We are experts at what we do, focusing on continual improvement, learning and growing our expertise, so we can all be the best we can be.
	DETERMINATION –We stay focused and solve problems to achieve our goals and our mission to be here for every cat and dog.
	RESPECT – We treat one another with respect, just as we treat every cat and dog with respect.
	INCLUSION – We champion diversity in all its forms, so that everyone can be themselves and feel valued and included.
	COLLABORATION – We understand that by working together across teams and with our partners, we achieve more for dogs and cats.

### What we'd like you to have to do the job

Experience of animal welfare environment
Relevant professional qualifications
Experience of the Salesforce Lightning platform

## Position in the team



# Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

## Pension Scheme

Our group personal pension scheme is available to all members of staff. New staff will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% staff contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, Battersea will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Staff contribution	Battersea contribution
2.67%	5.33%
3%	6.2%
5%	10.3%

Example of monthly pension contributions for salary of £20,000:

Staff contribution	Battersea contribution pension
2.67% = £44.50	5.33% = £88.83
3% = £50.00	6.2% = 103.33
5% = £83.33	10.3% = £171.66

## Annual Leave

Staff are entitled to 28 days annual leave (pro-rata for part time staff and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

## Health Cash Plan

Battersea offers a healthcare cash plan free of charge to all staff, using a provider called Simply Health. This cash plan enables staff to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

## Gym Membership

Staff who choose to join the Cash Health Plan can get discounts of up to 20% off a range of independent and chain gyms, including Fitness First, LA Fitness, Virgin Active and David Lloyd.

## Season Ticket Loan

Interest free season ticket loans are available to all staff after two months of employment with Battersea.

## Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £2,500 including VAT, by having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

## Paid Maternity Leave

All pregnant staff are entitled to up to 52 weeks' maternity leave regardless of length of service. Staff who have worked with Battersea for more than 12 months by the time their baby is born receive enhanced



maternity pay of 12 weeks full pay, with the remainder of their maternity leave being paid under Statutory Maternity Pay arrangements.

### **Paid Paternity Leave**

Fathers to be or staff who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Staff who have worked for Battersea for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

### **Employee Assistance Programme**

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

### **Life Insurance**

All staff are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the staff's salary in cases of death whilst in employment at Battersea.

### **Uniforms for all Operational Staff**

Free uniform is provided for all operational and clinic staff.

### **Veterinary Treatment of Staff Animals**

We provide cost price veterinary treatment for staff with ex-Battersea dogs and cats.

### **Discounted Pet Insurance**

We offer staff a 20% discount off the cost of Petplan insurance.

### **Discounts in our Shops**

We offer our staff a 25% discount in our shops.

### **Professional Membership Fees**

After two months service, staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year up to a maximum of £400.

### **Sabbatical Leave**

Staff who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.



Battersea Dogs & Cats Home is a charity registered in England and Wales (206394)  
Registered Office: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.