

**Job title:** Data and Systems Manager

**Reports to:** Head of Finance, Data and IT



**Based at:** County Gates, Ashton Road, Bristol, BS3 2JH  
(some hybrid working available on application, subject to relevant policies)

**Charity Profile:** We are Great Western Air Ambulance Charity, dedicated to providing air ambulance and critical care services across Bristol, North Somerset, Bath & North East Somerset, Gloucestershire, South Gloucestershire and parts of Wiltshire. From volunteers to Specialist Paramedics, from senior Consultants to retail and fundraising staff, we are a team, working to save lives that would otherwise be lost. We seek to continually develop and adapt our activities to meet the needs of local communities, whilst impacting nationally and influencing global pre-hospital care. Our work is deeply satisfying and every member of the team is committed to this service, and to saving as many lives as we can.

**Job Summary:** The Data and Systems Manager will work within the Finance, Data and IT Team to develop and implement our strategy to improve the data we hold about our beneficiaries, supporters, donations, activities and performance, and enhance our use of it to support our income generation and operational delivery. Your role will increase our efficiency and effectiveness through improving our systems and processes and enhancing our use of databases and other tools. You'll be working collaboratively with colleagues across the organisation to make best use of your skills, and to help them make best use of theirs.

**Hours of work:** 28 to 35 hours per week, across 4 to 5 days

**Duration:** Permanent

**Salary:** Circa £34,500 - £38,000 FTE

**Major Areas of Responsibility:**

- Be responsible for the charity's data strategy – how we collect, store, process and use data to generate insights to inform and improve our work.
- Manage, oversee and improve the functionality, performance, use of and development of our CRM system (Beacon), and related processes including data imports from a variety of systems, data quality processes, automation, system reconciliation (e.g. with finance systems) and CRM configuration.
- Oversee the utilisation of data for fundraising purposes e.g. assist with segmentation of data for campaigns.
- Maintain and enhance CRM native integrations e.g. Zapier, a Python API used to extract data for reporting, or replace with improved systems.
- Maintain and improve the charity's Power BI data model and suite of reports or replace with improved systems.
- Manage data collection and presentation of the charity's performance dashboard.
- Ensure the charity's compliance with all legislation and guidance related to data (excluding clinical data), including data quality, GDPR, data protection, information security and other regulations, acting as our Data Protection Officer.
- Develop user guides and documentation of tools and procedures, to promote compliance, data integrity and resilience, and provide training for colleagues.
- Assist with all aspects of ICT and security, keeping up to date on latest security threats and communicating with the wider charity on security risk reduction.
- Work flexibly according to the needs of the charity, undertaking projects and other tasks that are commensurate with the role and your skills as required, including ad-hoc support to non-technical staff for areas that are not dealt with by our external IT partner.
- Keep abreast of relevant trends and developments in the sector.
- At some point in the future, managing and training a junior colleague, and delegating tasks appropriately.

## Working relationships, contacts and expectations

- As one of the more senior members of our team, provide leadership and support to your colleagues and model desired behaviours in line with our values.
- Forge close working relationships within your team and with the Fundraising Team in particular, to fulfil the requirements described above.
- Work with the clinical crew, operational staff and other colleagues as appropriate.
- Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area'.
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times.
- Comply with organisational policies, procedures and internal and external Codes of Conduct, regulations and laws.
- Commitment to equity, diversity and inclusion and upholding a culture of safeguarding.
- To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

This description does not attempt to describe all the activities of the post but illustrates the role with examples. It is therefore subject to alteration and development and will be reviewed with management as required.

## Person specification

	Essential	Desirable
Education	Evidence of a good standard of general education, to include English and Maths, or equivalent by experience.	Qualifications in relevant field.
Previous experience	Significant data management experience and expertise. Managing and using a CRM system. Improving systems and processes within an organisation. Managing relevant projects and balancing multiple priorities. Rapid learning of new technical systems. Building moderately advanced technical projects. Building effective, sustainable relationships with key stakeholders.	Supporting a fundraising team through working with and manipulating supporter data or equivalent. Experience with Beacon CRM. Responsibility for data protection. Oversight of ICT provision. Project management. Training and managing junior staff.
Skills, knowledge, ability	Broad IT skills including Microsoft Office. Strong MS Excel skills, including ability to analyse and manipulate large amounts of data. Experience with a BI tool such as PowerBI. Strong aptitude for numbers. Ability to work effectively with non-data specialist colleagues to achieve shared objectives. Working knowledge of GDPR, DPA and related regulations. Good understanding of IT and cloud security.	Ability to use PowerBI to an intermediate level. Ability to troubleshoot a Python API programme.
Aptitude and personal characteristics	Committed to the vision, values and work of Great Western Air Ambulance Charity. Committed to safeguarding, equality, diversity, sustainability and social responsibility. Internally driven with the ability and motivation to problem-solve and deliver high quality work. Excellent interpersonal skills, with ability to develop strong relationships, internally and externally.	

	<p>Able to work collaboratively as part of an effective multidisciplinary team.</p> <p>Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities.</p> <p>High standards, commitment to meeting deadlines and excellent attention to detail.</p> <p>Exceptional organisational skills, flexibility and a can-do attitude.</p> <p>Champion of positive change, committed to professionalism and excellence.</p>	
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