

Job Title (Location)	Head of Databases & BI Development – London or Glasgow
Salary and Band	Band 8a Salary £51,037 - £61,245 (plus £8,164 for London weighting)
Annual Leave	27 days plus 9 Bank Holidays for full-time hours
Reports to	Director of Performance
Direct Reports	Database Developer and BI Analysts x4 CRM Product and Training Specialist

About Maggie's

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down. Our long-term ambition is to be there for everyone with cancer in the UK, at all 60 cancer centre sites. Our aim is to ensure that there is no-one living with cancer who is unable to access the expert psychological and information support that they so desperately need to live the best quality of life possible. The next five years brings us over the halfway mark to achieving this goal.

About the Post Holder

You will be educated to degree level (or equivalent professional experience) with five years' experience of leading database and BI support provision. You will understand the intricacies of data and differences between production and BI systems and have experience of line management responsibility within an IT/database/BI team environment. You will be flexible and responsive with strong problem-solving skills, be calm under pressure and have a strong but collaborative approach to challenging the status quo in terms of database-related processes. You will be proficient with the full Microsoft Office Suite, with an excellent eye for detail and numerical skills, and the ability to manipulate raw data. You will be able to prioritise and organise your own and your team's workload, and possess excellent planning, administrative and organisation skills. You will be determined, friendly and resourceful, well-organised, and a team player, but also able to work on your own initiative. You will have in-depth understanding of GDPR and how it impacts fundraising.

About the Role

The post-holder will lead Database and Business Intelligence activity across the organisation; developing, delivering, and leveraging Maggie's two CRM systems; Salesforce and Charity CRM; our associated Data Warehouse, as well as nurturing team skills and expertise, in order to maximise fundraising income, optimise supporter experience and grow our Maggie's centre visitor base. They will spend within agreed budgets, highlighting anticipated budget sensitivities or exceptional costs. They will establish and sustain strong, collaborative relationships to enable Maggie's to maximise BI through compliantly exploring the database for actionable trends and patterns. They will lead on data cleansing, enhancement, and process improvements. They will maximise process automation and minimise data exceptions and manual interventions, to ensure that maximum time and focus is on BI and insight generation. They will act as project manager, sub project manager or workstream lead within major change projects such as CRM system upgrades, data warehouse deliveries etc.

Key Responsibilities

- Create annual Database & BI operating plans and ensure team activities are fulfilled accordingly.
- Develop and lead on the information, operations systems and processes that underpin all of Maggie's Fundraising and Visitor data collation, storage and use.
- Oversee Database Administration including storage/archiving procedures, uploads, capacity planning, database integrity/security, application installation/customisation, licence monitoring and staff training on programme CRM.
- Ensure continued availability of the data systems, ensuring recovery and back-up in the event of system failure and analytical data warehouse, in collaboration with IT where required.
- Lead/undertake the design and automation of streamlined, enhanced processes and procedures.
- Contribute to the transition to new systems, including a new finance and HR system, ensuring effective integration of systems and data
- Oversee, challenge, and sign off business requirements, functional and technical specifications relating to changes in fundraising and programme CRM systems and data warehouses.
- Review the suitability of the data warehouse, including its associated data model and ability to deliver reports, insights, models, metrics, process controls and scorecards.
- Ensure all organisational datasets have appropriate levels of data governance and data accuracy; ensuring full GDPR and Data Protection compliance.
- Liaise with CRM/SQL vendors to deliver minor upgrades/migrations and improve processes. For major projects act as project manager or workstream lead, sponsor, tester etc. as required.
- Refine the logical design and translation into the data model to meet storage requirements.
- Develop and implement a data platform strategy, including exploring potential migration to cloud-based solutions like Microsoft Azure.
- Take the lead in receiving and resolving CRM or BI/data warehouse issues and ensure work requests from across Maggie's are produced on time and to standard.
- Be a key contact point for database queries. Deliver evidence-based responses and determine if improved processes can remove root causes of negative experience.
- Work with the Finance Team to develop and monitor financial processes, procedures and policies, ensuring full alignment of CRM systems with Finance systems in data terms.
- Produce robust database documentation; including data standards, procedures and definitions.
- Line-manage Database Developer & BI Analyst roles and CRM Training Specialist
- Contribute to feasibility studies, database and BI innovations, and moves to new platforms.
- Optimise use of SQL, SSIS, SSRS, Microsoft Visual Studio etc, assisting others where needed.
- Be a key member of the Digital Transformation Group, including contribution to the use of AI
- Review processes to identify automation and efficiency improvement opportunities.
- Responsible for the annual budget and plan for the Database and BI function.
- Maintain up-to-date knowledge of relevant data and GDPR legislation and contribute to the development of Database and BI Policy as required.

Essential skills and experience

- Degree educated (or equivalent experience) in a relevant field
- Advanced knowledge of SQL, including building complex queries and administrative scripts
- Data validation and manipulation techniques using SQL, visual basic (including Excel macros, linked workbooks and pivot tables), ODBC linking and MS Access.
- Experience in programming languages commonly used for data analysis, such as Python, R or Scala.
- Advanced knowledge of ETL tools such as SSIS, SSRS, MS Visual Studio, SQL Server 2008R2 and 2017, Stored Procedures, and the associated implementation of automations.
- Strong requirements specification documentation skills and project management experience.
- Knowledge of current and evolving trends in data and information management
- Excellent communication and interpersonal skills with the ability to provide and receive complex and often sensitive information.
- Professional, confident approach able to engage with colleagues at all levels