



Job Description

DATA MANAGER INTERNATIONAL JUSTICE MISSION UK

Who we are:

IJM is the world's largest anti-slavery organisation working to end modern day slavery, human trafficking, and other forms of violence against people living in poverty. We do this by partnering with local officials to carry out rescues, bring criminals to justice, restore survivors to safety and strength, and help local law enforcement build a safe future that lasts.

IJM UK supports this global mission by: raising awareness; raising funds to support our operational work around the world; mobilising a movement of abolitionists across all parts of society, including the Christian Church; and providing thought leadership, leveraging our unique global experience to influence leaders across Government, businesses and institutions.

We are a Christian organisation inspired by God's call to love all people and to seek justice for people who are oppressed. We protect people from violence, without regard to religion or any other factor, and seek to work alongside all people of goodwill.

From a solid foundation we are in a major growth phase and are looking for an outstanding individual to help us as we move into the next chapter. We have a big vision, big aspirations and a big heart.

This is an opportunity to join us as we fight to end slavery in our lifetime.

Summary aims of the role

The post holder will be responsible for the development of all aspects of the organisation's data strategy to enable us to grow our supporter base and income in the future. The role will lead the newly integrated Salesforce database, helping us meet our aspiration to develop this into an organisation-wide CRM system.

The post holder will oversee the collection, import, maintenance and analysis of data, seeking out the most efficient and effective methods of recording, organising and utilising data, that fully supports organisational processes and all future strategies and initiatives.

In addition, the Data Manager will lead on report creation, data segmentation, marketing analysis and how insight supports the strategic plan, ensuring more effective and tailored communication with our key stakeholders.

The post holder will ensure processes and procedures for data management and storage are robust and in line with GDPR and other quality standards.

This role would suit a person with previous data management or CRM product owner experience. You will be passionate about data quality and enthusiastic about bringing a data-driven approach to decision making, effectively communicating your work to colleagues at all levels of the organisation.

Main duties and responsibilities

System management:

- Act as the organisation-wide manager of Salesforce and product owner
- Produce monthly KPI reports and associated trend analysis, working across distinct teams
- Train new and existing staff in the use of Salesforce and support them to develop bespoke dashboards and reports
- Lead on the production of a how-to guide for staff

- Assist in the implementation of new ideas which will improve efficiency and data capacity, especially automation of basic data tasks, workflow and new reports to support informed decision making
- Implement relevant data security directives from IJM's Global tech team
- Ensure new data management software and contracts comply with GDPR, PECR and data protection legislation
- Develop and undertake internal control checks and other regular processes to ensure data is kept accurate, up to date and compliant with GDPR, PECR and other data protection requirements

Data Analysis:

- Lead on generating accurate mailing lists for external communication, as required by the Marketing team
- Undertake analysis of supporters for segmented campaigns and engagement with mass, mid-level and major donors
- Produce analysis of response rates and return on investment for campaigns
- Support the leadership and fundraising teams with regular and bespoke reporting on donors
- Work with the Marketing team to integrate email marketing to Salesforce whilst contributing to the development of excellent supporter journeys
- Work with the Marketing team to maximise website performance, analysing trends and impact of campaigns
- Remain up to date with developments in database marketing, including via networking with other organisations.

Person Specification

Skills, qualifications and experience

- Proven experience in leading and facilitating data management and/or CRM product owner role, ideally in a fundraising environment and using Salesforce
- Excellent IT skills with a good working knowledge of Microsoft Excel
- Excellent communication and influencing skills with the ability to translate technical system requirements into implementable solutions and user training that maximizes CRM functionality and regulation compliance
- Excellent critical thinking skills
- Experience in segmenting audiences and analysing marketing data

Critical Qualities

- There is a requirement for the post holder to have a personal commitment to the Christian faith (as defined by the Apostles' Creed) as functions within this role will require knowledge and personal experience of the Christian faith and will be promoting the organisation's Christian identity and spiritual formation practices* including on a rotational basis leading daily corporate prayer times
- Passion for enhancing data quality and educating staff on general data standards
- Curiosity for global technological developments and affecting factors, particularly around GDPR
- Proactive, energetic and collaborative
- Professional in demeanour, with discretion and mature judgment
- Ability to relate cross culturally with a wide range of international constituencies
- Strong service ethic and a passion for IJM's goals
- Valid and existing right for employment in the UK.

Position Details

Location and Travel Requirements

- This role is based in London out of IJM UK's central office, but consideration will be given for the right candidate to work from another office in Belfast, Edinburgh or Witham, Essex. The postholder would be expected to attend regular meetings in London
- Work-related travel may be required within the UK from time to time, where time off in lieu (toil) is offered.

Contract and Compensation

- Salary is negotiable dependent upon experience
- Permanent, full time contract, 5 days per week, 09:00 – 17:00
- IJM UK offers 6% pension contribution and an additional benefits package (details available on request) with a positive and fun working atmosphere.

Application Details

- Please submit a covering letter (maximum two pages) explaining why you are suitable for and interested in this post. Please demonstrate how your skills, experience and personal qualities meet the requirements of this role and why you are interested in the work of IJM
- Please also supply your CV detailing relevant experience and a supporting statement of Christian Faith (up to one-page) describing your faith journey, current spiritual disciplines and how you see your faith as relevant to your involvement with IJM
- Applications should be emailed to contact@ijmuk.org with the subject line *Data Manager*
- If you have any questions, please don't hesitate to contact the Director of Operations Jennifer.heys@ijmuk.org. We would be delighted to discuss the role with you
- Interviews will be held in January and February 2020

****This post is subject to an occupational requirement that the holder be a Christian under Part 1 of Schedule 9 to the Equality Act 2010***