

DATA, RESEARCH AND OPERATIONS MANAGER



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK
DIABETES UK

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best

UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



Role title: Data, Research & Operations Manager

Contract type: FTC 6-9months

Hours: 35pcw

Band: 4 (£48,626- £54,029 per annum (FTE))

Key relationships (internal and external):

Philanthropy and Partnerships team, wider Engagement and Fundraising Directorate, key delivery teams and wider teams across the organization: finance, data team, legal, IT, digital, business support, insight and analysis teams, information governance.

Key senior volunteers, current and potential major donors, corporate partners, peers in the sector, agencies and consultants as required

Key focus of the role:

You will lead on enhancing the infrastructure, data, research and operational processes that enable the philanthropy and partnerships team to deepen relationships, secure increased income and deliver an excellent supporter experience. You will ensure compliance with fundraising best practice and manage process improvements to enhance our efficiency and impact as a team, and develop data driven prospect research strategies that align funders to key priority ambitions to deliver sustainable growth.

Directorate and team

This role sits in the [Philanthropy & Partnerships Team](#) in the [Engagement and Fundraising Directorate](#)

Department



Main responsibilities

Data Management & Insight

- Oversee the quality, accuracy, and completeness of high-value fundraising data across CRM and related systems.
- Work with the data and insights team to develop and implement dashboards, pipelines, and KPI reports to support strategic decision-making.
- Conduct due diligence and monitor and report on risk management across the portfolio
- Lead on P&P data analysis to uncover trends, identify opportunities, and improve relationship management and decision making across the programme.
- Produce regular income and pipeline projections for the team.
- Create and implement innovative and data driven strategies for prospect research, moves management, partnership approval and pipeline development
- Optimise CRM and digital tools to support the Philanthropy and Partnerships team income growth.

Prospect Research & Intelligence

- Line management of a prospect research manager
- Lead a proactive and reactive research programme to identify, qualify, and prioritise prospects across high-value income streams.
- Develop and maintain detailed donor and prospect profiles, briefings, and due-diligence assessments.
- Monitor markets, philanthropic trends, and key wealth indicators to support pipeline development.
- Maintain a prospect management system to track capacity, engagement, and next actions.
- Support fundraisers with research that strengthens cultivation strategies and donor journeys.
- Ensure all fundraising teams have a suitable pipeline of prospects to support delivery of the strategic ambitions and P&P fundraising targets

- Develop and monitor P&P project plans for critical activity
- Maintain relevant subscriptions and ensure volume and quality of prospect pools is maintained

Operations & Processes

- Develop and manage operational frameworks that support high-value fundraising efficiency.
- Lead on gift administration, ensuring timely processing, compliance, and excellent stewardship.
- Develop and maintain process documentation and support with the development /implementation of robust cultivation and stewardship communications and plans.
- Work closely with Finance and Compliance to ensure best practice in gift acceptance, GDPR, and ethical fundraising.
- Work closely with data, IT, information governance and compliance teams to ensure fundraising activity is compliant
- Support improvements to processes and tools to create efficiencies and improved ways of working for the team

Strategic Support & Collaboration

- Work closely with the Head of Philanthropy & Partnerships to enable long-term planning and income growth.
- Work with Philanthropy & Partnerships Senior managers to understand programme needs and optimise support.
- Train and empower colleagues to use CRM and systems effectively and confidently to support business delivery targets

Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

You will be able to:

- Work collaboratively across Philanthropy & Partnerships team and more broadly to communicate plans and priorities
- Work closely with Proposals Manager and senior Philanthropy and Partnership managers, to align prospect research to fundraising priority projects
- Establish processes and systems to support effective big gift fundraising
- Manage CRM functionality, data analysis and reporting for the Philanthropy & Partnerships team to support improved decision making and to optimise performance

- Monitor and report on P&P 'asks' for agreed priority projects, and ensure projects are not over or underfunded by the team
- Matrix manage colleagues where needed in relation to specific projects/areas that pertain to prospect research or delivery of shared team goals
- Ensure that when key requests for information are made, that colleagues are clear on what is expected of them, when
- Work independently and use your own initiative

You will have experience in:

- Working with other Philanthropy & Partnerships leaders and relevant stakeholders to identify areas of innovation, develop and refine processes, and build capability and capacity to achieve team objectives
- Leading on the delivery of appropriate strategies for prospect research, acquisition and donor development
- Line managing staff, reporting on KPI's and performance
- Developing pipelines, dashboards, and forecasting models.
- Evaluating and providing analysis of fundraising and prospecting activity to provide actionable insight, evaluations and recommendations to Head of Team
- Undertaking scenario planning with the Head and team, to "future proof" our fundraising activity and mitigate against internal and external risks
- Fundraising data management, prospect research, or operations within the charity sector.

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

You will have skills in:

- Relationship building and networking with internal stakeholders and colleagues
- CRM and data management skills (e.g. Dynamics, Raiser's Edge, Salesforce)
- Project management, planning and analysis with the ability to translate data into actionable insight.
- Excellent attention to detail, process design skills, and a continuous-improvement mindset.
- Leading and managing projects and influencing colleagues at all levels.
- Strong written skills, especially in donor research, insights, and briefings.
- Excellent interpersonal, written and oral communication, with the ability to convey complex information clearly and in a compelling manner
- Excellent organisational and time management skills, with the ability to manage a demanding workload in a complex environment

You will have knowledge of:

- CRM data management, fundraising operational processes, KPI reporting and analysis
- Identifying and supporting implementation of improvements to CRM functionality and reporting to optimise performance.
- Understanding of GDPR, PECR, ethical fundraising, compliance and due diligence to support effective risk management.
- High value fundraising programmes and building prospect pipelines to drive growth
- Fundraising legislation and regulations
- Knowledge of high-value fundraising methodologies and donor journeys.
- Familiarity with wealth screening tools, prospecting platforms, and data enrichment tools.

The best person for this job will be (behaviours):

- A team-worker who is good at problem solving and able to use your initiative
- Flexible and agile – you will enjoy working in a fast-paced, fluid working environment focused on growth and able to adapt to respond to internal and external changes
- Highly credible, with strong all-round communication and project management skills
- Personable, resilient an excellent organiser, planner and analytical in your approach

Qualifications/professional membership (if applicable):

None

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

