

**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



**RESEARCH AND DATA  
OFFICER**

# 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.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

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



# JOB DESCRIPTION

**Role title:** Research and Data Officer

**Contract type:** Permanent

**Hours:** 35

**Band:** 6

**Key relationships (internal and external):** Philanthropy and Partnerships department and key teams across the organisation such as Business Support, IS and stakeholders connected to Approvals Process.

**Key focus of the role:** You will play a key role in helping to identify potential donors and other key influencers who can help Diabetes UK achieve its strategic objectives. Working across Philanthropy and Partnerships you will conduct research on prospective and current major donor, corporate and trust supporters, and produce profiles and due diligence screenings, in line with GDPR regulations.

## Key focus of the role:

You will support the development of the donor pipeline within the three areas of fundraising, ensuring data quality and monitoring a database of supporters. Finally, you will liaise with colleagues across the organisation to produce reports and fundraising analysis, as well as supporting with the implementation of GDPR.

## Directorate and team

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



## Main responsibilities

- Identifying and qualifying prospects for fundraising teams to ensure that pipelines support sustained fundraising
- Creating useful and GDPR compliant prospect and donor profiles, network maps and event bios
- Completing due diligence and administering the charity's partnership Approvals Process
- Support the management of the team's reporting needs – KPI and pipeline monitoring
- Support the rollout of the new CRM, providing training and support to members of the P&P team

## 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:

- Manage internal systems for the storage of profiles and due diligence screening, adhering to data protection guidelines and ensuring consistency and integrity of research and data entry
- Support the Research and Operations Lead to develop and maintain business rules and monitor activities across the Philanthropy and Partnerships team to ensure compliance with GDPR, the Fundraising Code of Practice and all other legal and regulatory requirements
- Implement a tracking system for existing donors and top prospects and make recommendations towards donor development
- Work with Business Support to conduct analysis and gather insight on existing contacts in order to identify potential opportunities
- Summarise both qualitative and quantitative data in a clear and concise manner
- Support the Events and Donor Relations Manager and the wider team with the provision of data and management of guestlists for events

**You will have experience in:**

- Proactively identifying new prospects, in particular, in relation to key business sectors or funding opportunities.
- Conducting due diligence screenings as appropriate and to support the approval processes, ensuring compliance with our policies
- Work with fundraising teams to ensure lists of top prospects are shared with senior colleagues and relevant teams

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:**

- Sourcing and interpreting financial, biographical, corporate, and philanthropic activity from a wide variety of sources for fundraising goals
- Full IT literacy, especially in relation to Excel
- CRM usage and management – strong querying

**You will have knowledge:**

- Best practice protocols for effective data management, especially in a fundraising or sales environment
- Knowledge of high value audiences and clear understanding of corporate and philanthropic giving
- GDPR and the Fundraising Code of Practice

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

- Methodical
- Diligent and thorough
- Confident working independently, but able to work collaboratively across various departments to help the team achieve its goals

**Qualifications/professional membership (if applicable):**

N/A

# 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 the benefits we offer you.



## **Annual Leave**

We want 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 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 careers goals, including offering a wide range of training, which happens throughout the year.



## **Gym membership**

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

## Get in touch

Email [recruitment@diabetes.org.uk](mailto:recruitment@diabetes.org.uk)

Call **0345 123 2399**

Visit [diabetes.org.uk](https://diabetes.org.uk)

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

