



King's Trust

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Supporter Data & Insight Executive	PAY BAND:
FUNCTION:	Fundraising, Brand & Marketing	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Supporter Performance & Operations Team drive the performance of our fundraising efforts. We partner with colleagues to improve the quality and efficiency of our supporter-facing activities.	







WHERE YOU WILL FIT

Deputy Director of Fundraising	Head of Supporter Data	Supporter Data & Insight Manager	Supporter Data & Insight Executive
--------------------------------	------------------------	----------------------------------	---

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Young people need us more than ever, and we will be there for them. Your role will play an important part in raising the money we need to help. You will build and deliver fundraising reporting, insight and analysis to drive efficiency and aid decision-making right across our fundraising team.

WHAT WILL YOU DO?

-  Develop, deliver and maintain fundraising dashboards and reports using relevant software e.g. our CRM, data warehouse and visualisation tools.
-  Document procedures, processes and code that support our fundraising data, insight and analysis activities.
-  Produce high-quality and timely analysis on a broad range of fundraising activities, deriving actionable insights to inform future activities.
-  Support in the efficient running of the department by developing and maintaining automated data processes e.g. imports and selections.
-  Deliver supporter research and insight which helps inform our fundraising plans and activities.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
A conceptual thinker, able to understand the underlying issues in complex problems.	You will be leading on some complex projects and processes which require a sharp mind to deliver.
Proven ability to translate complex technical concepts into easily understood issues, across a range of audiences and levels of data maturity.	To be able to help colleagues understand data, reporting and insights so that they can take meaningful action.
Skilled in building strong working relationships with a range of stakeholders.	You will work with a range of colleagues across multiple functions and levels.
A highly organisation and effective individual who delivers complex work to a high standard.	To deliver multiple projects, processes and reports with multiple deadlines.
Excellent written and oral communication skills.	To work productively with all of your colleagues.
Experience	Why do we need this?
Experience in producing timely and accurate data analysis, ensuring appropriate selection and preparation of data sets.	You will be leading in delivering a range of fundraising, reporting and insight to multiple stakeholders.
Advising and supporting colleagues on the setup of analysis and reporting activities, ensuring processes are set up to facilitate insight and learning.	To help make sure we're able to make the most of our data and derive meaningful insights.
Extensive experience in using Microsoft Excel Power Query and SQL to extract tailored datasets from CRM systems, with proven ability to design insightful reports.	You will manipulate data and build sustainable processes and reports that help us drive our fundraising performance.

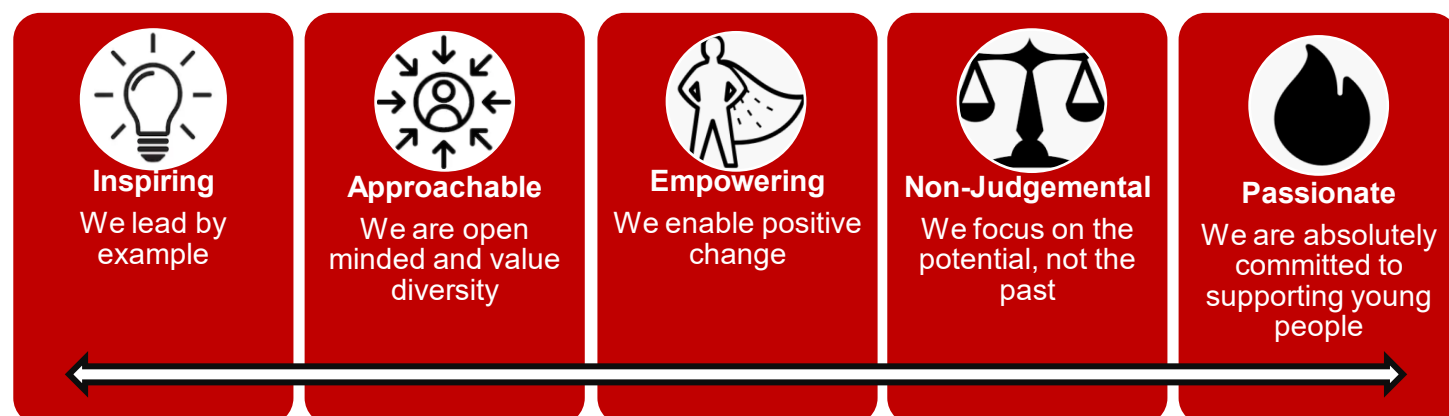
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Analysis of qualitative data to enhance the understanding of audiences and their motivations.	You will help us understand our supporters' motivations and, therefore, give them a better experience.
Experience in using business reporting tools such as Tableau, Power BI, and Metabase.	So that you can build reports in our business reporting tool (currently Tableau)
Skills & Knowledge	Why do we need this?
Awareness of data science techniques and their application.	To enable us to advance our reporting and insight capabilities within the team.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and PULSE (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in the delivery level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do</p> <p>You keep young people and our end goal in mind</p> <p>You build trust in others by demonstrating reliability</p> <p>You engage in challenges with optimism and resilience</p> <p>You're authentic and bring your unique talents to work, encouraging others to do the same</p>	<p>You seek out opportunities afford by change, adapting accordingly and to enhance own development and build expertise.</p> <p>You suggest improvements and alternative approaches wherever appropriate</p> <p>You give and receive feedback, harnessing new information to improve your own performance</p>	<p>You're approachable, clear and professional</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly.</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>You listen to others with empathy and sensitivity</p> <p>You act as an ambassador for The Trust whenever communicating externally</p>	<p>You offer support to colleagues and ask for help when needed</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>You build relationships with others across The Trust and externally, where appropriate</p> <p>You act as an ambassador for your own team across The Trust</p>	<p>You manage projects effectively; planning, organising resources and reprioritising as required</p> <p>You monitor progress towards milestones, taking actions to ensure deadlines are met</p> <p>You make effective, data-driven decisions, considering consequences and consulting with others where appropriate</p> <p>You take the initiative to solve problems and develop several potential solutions</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.