

## Friends of the Earth – Job Description

<b>Job title</b>	<b>Data Engineering Manager</b>
<b>Reporting to</b>	<b>Chief Technology Officer</b>
<b>Team</b>	<b>Data Engineering</b>
<b>Career stage</b>	<b>Guiding 1-5, reference 3.</b>
<b>Contract type</b>	<b>Permanent</b>
<b>Location</b>	<b>London</b>
<b>Line management</b>	<b>Data Developer x2; Data Administrator</b>

### Purpose of the Role:

To oversee and promote the effective use of supporter data, ensuring that data is collected, stored, processed and integrated with other systems, in order to deliver our organisational goal and ensure we are a data-driven organisation.

To be the organisational Data Protection Officer, maintaining and enforcing appropriate policies for the protection of our data under GDPR, being the primary point of contact with regulators where appropriate.

To lead the development and delivery of our data strategy, supporting a small team to use data engineering best practices to manage our data model and the import, export and integration of data with third parties.

### Key Responsibilities:

- Develop and then deliver the organisational data strategy, working with stakeholders across the organisation to ensure that data enables our work
- As the organisation's Data Protection Officer, ensure we meet legislative requirements around the collection and use of data, especially GDPR. Liaise with regulators (particularly ICO, Fundraising Regulator) as required and ensure that we have plans in place to remain compliant when legislation and guidance changes
- Own the organisation's supporter data model. Ensure data structures and related processes meet the needs of the organisation by facilitating the ongoing classification, structuring and maintenance of data in our CRM and related systems
- Define and implement processes that support and improve the quality of FOE's supporter data, and work with stakeholders to ensure it is fit for purpose for current needs, and emerging requirements
- Promote and enable the effective organisational use of our CRM and other key data systems across the organisation
- Use software development best practices to ensure the well-managed delivery, maintenance and continuous improvement of our data systems, including our CRM, Data Warehouse and data flows to and from other systems and third parties
- Oversee internal and external software development relating to data, using an Agile, iterative approach and seeking frequent customer involvement in changes
- Ensuring appropriate quality of changing processes through effective code reviews, coaching and training for team members, and ongoing monitoring and rectification of existing processes
- Lead and support projects relating to data improvement across the organisation, ensuring stakeholders and key users are involved in planning and prioritisation of work

- Monitor external trends and developments relating to data governance, architecture and data flows, and apply them where appropriate to Friends of the Earth's work
- Manage team resourcing, recruitment and budget
- Ensure that technical and user documentation is fit for purpose is produced

**Be aware of and follow Friends of the Earth policies and procedures, with particular attention to Risk Management, Equality, Diversity & Inclusion, and our values. You will be required to attend training as necessary and update own CPD record.**

### Person Specification:

#### Essential:

- Detailed knowledge and understanding of data protection legislation and best practice, with experience of effective data governance processes
- Experience of implementing new direct marketing, CRM or campaigning capability and developing supporting processes
- Experience in leading a development team, using modern software development practices
- Experience in developing data systems and processes, using web services, SQL databases and SSIS or related ETL technologies
- Experience in database administration, especially using Microsoft SQL Server
- Experience of analysing and documenting organisational requirements and implementing solutions
- Systematic, disciplined and analytical approach to problem solving
- A team player, able to work across organisational boundaries, with excellent interpersonal skills
- Strong project management knowledge, with experience of running complex organisational projects with many stakeholders, using Agile

#### Desirable:

- Experience in working with supporter data management in a charity setting
- Experience with Care CRM, Dynamics 365 or Salesforce
- Experience of large-scale data migration projects
- Experience of using Microsoft Azure, SSAS and Power Bi

#### Personal Attributes:

- Excellent communication and facilitation skills, with the ability to clearly present complex information to both technical and non-technical audiences
- Systematic, disciplined and analytical approach to problem solving
- A team player, able to work across organisational boundaries, with excellent interpersonal skills

- Detailed knowledge and understanding of data protection legislation and best practice in data management and governance
- Well versed in project management techniques and approaches, with experience of applying them to complex organisational challenges

Date approved	November 2018
Date reviewed	November 2018

*This job description is current as at the date shown above. In consultation with the post-holder it is liable to variation by the Director to reflect or anticipate changes, in, or to, the post and the organisation.*

*The job description gives an overview of the main responsibilities of the role. The day to day role will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.*