Head of Data

Job description

Together we are help and hope for everyone living with dementia

Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.

Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.

Trusted expert

We're listening, we're learning and we use experience and evidence.

Better together

We're open, we combine our strengths and we achieve more together.

Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Head of Data

Position in the Organisation

Reports to the Associate Director, Digital & Data.
Member of our Technology Leadership team.
Part of our Technology directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Head of Data is the Society-wide champion that will put in place processes, systems and the organisation that enables collection and processing of high quality data that is relevant, timely and provides actionable insight to support the strategic vision. They will own the overall Data Strategy for the Society, scoping the requirements for data management, delivering quick wins where identified and longer-term initiatives.

The role will provide thought-leadership in data analytics and innovative new approaches to improve the end-to-end use and understanding of data across all aspects of the Society. They will be highly driven, agile in their thinking, creative, visual, and able to influence decision makers to support the Society to become a data and evidence-driven organisation, and build Business Intelligence into its day to day activities.

They will setup and support execution for an operational framework, providing matrix-management and working with Directorate teams, which incrementally improves data quality, stronger data capture, consistency, completeness, and eliminates redundant and duplication of data. They will setup and manage a core team of data analysts and scientists that will focus on insights through modelling, experimental design, extrapolation of available information and prediction methods to help all aspects of the Society (from Fundraising, Campaigning to Operations). This team will coordinate activities with existing Directorate-based data and reporting teams to ensure alignment.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

Strategic Data Leadership:

- Develop and implement the Societies data and analytics strategy that aligns with the overall business goals, emphasising data as a strategic asset.
- Foster a data-driven culture throughout the organisation, promoting data literacy and informed decision-making.
- Identify and evaluate emerging data and analytics trends, including AI, machine learning, and data fabric architectures, to ensure our organisation remains at the forefront of innovation.

- Provide strategic foresight on future data and analytical needs.

Organisational Data Practice:

- Establish and promote best practices for data collection, storage, management, and use across the organisation.
- Develop and implement data literacy programs to enhance data understanding and usage throughout the company.
- Drive the adoption of data governance frameworks and standards across all directorates.
- Champion a culture of data sharing and collaboration, while respecting data privacy and security.

Data Governance and Quality:

- Ensure all data handling practices comply with relevant data privacy regulations, including GDPR and other applicable laws
- Establish and enforce robust data governance policies and procedures, ensuring data quality, security, and compliance.
- Define data ownership, establish data standards, and implement data security measures.
- Manage risk aspects of Data and Analytics.
- Work with and support the Society's Data Protection Officer and SIRO, monitor changes in data protection regulatory requirements and recommend updates to policies, technologies, processes, procedures.
- Support data protection audits and privacy impact assessments, producing reports and making recommendations for improvements.
- Advise senior leadership, including the board, on potential privacy and data governance risks and impacts, making recommendations to manage any risks.
- Support Information Governance with data protection notifications, data access requests and requests for information under the Privacy Policy.

Team Leadership and Development:

- Lead and mentor a team of data engineers, analysts, and other data professionals, fostering a collaborative and high-performing environment.
- Line management of the core Data Management function and initial matrix-management/coordination of Directorate-based data resources.
- Build and maintain a skilled and motivated data team.
- Ensure the team has the necessary skills and resources to achieve its goals.

Data Architecture and Technology:

- Oversee the design, implementation, and maintenance of modern data architectures, including data lakes, data warehouses, and cloud-based data platforms.
- Manage and optimise data visualisation tools and reporting platforms.
- Evaluate and recommend data management tools and technologies.
- Ensure data platforms are scalable.
- Ensure that all data systems and processes are designed with privacy by design principles.

Data Analysis and Reporting:

- Deliver actionable insights to support decision-making across all departments.
- Develop and maintain key performance indicators (KPIs) and dashboards.
- Provide data-driven recommendations to improve business performance.
- Deliver current and future analytical reports.

Stakeholder Collaboration:

- Collaborate with senior leadership, directorates and teams to understand their data needs and deliver tailored solutions.
- Communicate complex data concepts to non-technical audiences.
- Build strong relationships with internal and external stakeholders.

Budget Management:

- Develop and manage the data and analytics budget, ensuring efficient allocation of resources.
- Monitor and identifying opportunities for cost optimisation.
- Evaluate the ROI of data initiatives and demonstrate the financial impact of data investments within the budget.
- Manage vendor relationships and contracts related to data and analytics tools and services, within the allocated budget.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.

- Comply with the data protection regulations, ensuring that information on clients remains confidential.

- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.

- Work in a manner that facilitates inclusion, particularly of people with dementia.

- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.

- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.

- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & Knowledge	Application (A) or Interview (I)
Educated to degree level or has equivalent practical experience, with strong basis in data-specific disciplines or engineering, computing, science or mathematics.	A
Further specialist qualifications in data processing, business analysis, data analysis or data science	A
Ability to develop and implement comprehensive data and analytics strategies aligned with business objectives.	I
Ability to translate business goals into actionable data initiatives.	I
Highly numerate with statistical analysis and quantitative methods proficiency	A
Detail-oriented and rigorous in approach, with a methodical problem-solving mindset.	A
Proven experience working with diverse stakeholder groups to map processes and gather comprehensive business requirements.	I
Strong ability to translate business needs into technical specifications.	I
Extensive direct experience in database design and development using SQL Server.	I
Proficiency in Business Intelligence development utilising Microsoft technologies (e.g., SSIS, SSRS, Excel, and Power BI).	A
Broad understanding and appreciation of diverse data analysis tools, dashboard/visualisation platforms (e.g., PowerBi etc)	I
Familiarity with data aggregation tools	I
Knowledge of "Big Data" processing technologies and languages (e.g., Python, R, Hadoop, Spark, Kafka, Talend, Azure Cognitive Services).	A
Strong understanding of data warehousing concepts and technologies	I
Knowledge and experience in interpreting and applying data protection laws, including GDPR and other relevant UK/EU regulatory compliance initiatives	I
Demonstrated ability to develop data policies and draft detailed technical and user documentation.	A
Experience with cloud platforms such as AWS, Azure, or Google Cloud.	I

	Application (A) or interview (I)
Strong problem solving and analytical skills	I
Excellent communication and stakeholder management abilities	I
Strong budget management and resource allocation skills	A
Excellent leadership and team management skills	I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	
Be a self-starter and incredibly motivated.	
Excellent organisational and timekeeping skills.	
Excellent attention to detail.	
Non-judgemental communication	
Commitment to and understanding of equal opportunities	
Understanding of the inclusion agenda and its relevance within a diverse society	

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Our benefits

Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers

Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy

Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications

Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning

Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards

Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave