



Every smile
tells a story

Data Officer Recruitment Pack

Introduction from the Chief Executive

Dear Candidate,

Hello, I'm Claire. I'm the Chief Executive of the Cleft Lip and Palate Association (CLAPA), and I want to tell you about this unique opportunity to join an incredible charity that has supported, connected and empowered people affected by cleft in the UK for over 40 years. I'd like to thank you for your interest in this new and vital role.

We are currently looking for a Data Officer to support our Fundraising Team and Engagement & Services Teams in managing data. We need an analytical and detail-oriented person with excellent IT skills who will help us make sure everything we do is driven by the latest data.

We are looking for someone who thrives as part of a small, dynamic staff team, is willing to champion the charity and values seeing the immediate and lasting impact their work can make. If you think you have the talent, passion and experience to help us ensure we can always meet the needs of the community we serve, we want to hear from you.

Please read on to find the Job Description and Person Specification along with more information about our organisation and details of how to apply. We look forward to receiving your application.

Claire Cunniffe

Chief Executive

A word from our Chair of Trustees

Every charity is experiencing huge challenges in these unprecedented times. In response, CLAPA has made a significant shift in our strategy to meet our unique challenges and serve our wonderful community. Central to that shift is an admission of the need, and a desire to change, how and from where we drive income.

We have a proud history and an amazing story, but this role is key to how we write the next chapter of that story. We don't just want to survive, but to thrive and develop as a charity. You will make the difference we need. With you, we will continue to deliver our amazing services to each one of the three children born every day with a cleft, not just today, but tomorrow and the day after that too. We need your energy, drive, inspiration and skills to do this. We look forward to meeting you.

Nick Astor

Chair of Trustees

CLAPA is **committed to safeguarding** and ensuring the welfare of children, young people and adults at risk, and expects all employees and volunteers to share this commitment. **The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment.**

CLAPA is committed to creating a diverse and inclusive environment, and **we welcome applicants from all backgrounds and walks of life.** If you share our values and are passionate about supporting the UK cleft community, we want to hear from you. Our small office is in London, but we have staff and volunteers across the UK. So whether you're down in Cornwall, up in the Scottish highlands, in the Cardiff suburbs or Belfast Central, you'll find a place in our team.

Data Officer

Job Description

Hours: Part time (Up to 21 hours per week; flexible)

Term: Permanent

Remuneration: £25,000 per annum, pro rata

Reporting to: Impact and Influence Manager

Based at: Remote (Can also be based at CLAPA Office (E2 9DA), Cambridge Heath, LONDON)

Benefits:

- 25 days paid annual leave, plus bank holidays and closure over Christmas from 24th December to 1st January inclusive. (pro rata)
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy.
- Access to 'Health Assured' Employee Assistance Programme
- 5% non-contributory pension.

Job Description

The Data Officer will provide crucial support to the Fundraising Team by importing data on donors, fundraisers and donations from various sources in a timely and accurate manner. They will also work with the rest of the team to help CLAPA develop, manage and maintain its supporter database and data flow between various systems. This role will play a crucial part in ensuring the data the charity works from is precise and up-to-date.

The successful candidate will be highly IT-literate, with an eye for detail and a good understanding of data management procedures as well as data protection principles. They will enjoy working flexibly and finding creative ways to streamline processes and make the most of CLAPA's data.

This is a new role in the charity, but it will be fully supported by staff with significant experience in this area.

Key Tasks

- Manage regular imports for the Fundraising team, including Fundraiser registrations and online fundraising pages (including but not limited to CAF, JustGiving, Facebook, Enthuse) and ensure all donations and data are imported accurately onto the Salesforce database.
- Work with the Fundraising and Finance Teams to ensure all donors and payments are captured onto the supporter database.
- Record all regular giving income on the Salesforce database, including Direct Debits, standing orders and automated bank transfers.
- Deliver a range of reports and analysis as directed to inform future charity activity
- Assist with exporting/importing data using various systems, including CLAPA's direct mailing system and event sign-up system.
- Leading on regular data cleanses in line with CLAPA's policies and procedures
- Ensure all processes are accurately documented and that said documentation is kept up to date.
- Working with the rest of the CLAPA Team to regularly review workflow and identify opportunities to improve and streamline processes.

- Ensure the safeguarding of volunteers and beneficiaries by complying with CLAPA's Safeguarding Policies and Procedures and attend all compulsory training.
- Keep up-to-date with the communications from the diversity committee and attend diversity training as appropriate.
- Abide by CLAPA's policies and procedures and undertake all mandatory training as required
- Participate in regular reviews of work, including annual appraisal
- Other relevant duties as required by the Impact and Influence Manager and Fundraising Team.

Person Specification

Essential

- Relevant experience of working with or managing and developing supporter database systems or other CRMs.
- Strong analytical and critical thinking skills with regards to manipulating, cleaning and resolving anomalies within data
- Strong attention to detail; the ability to spot and correct own mistakes while working independently
- Knowledge of direct marketing techniques and data segmentation
- Knowledge of the General Data Protection Regulation (GDPR) to help CLAPA ensure compliance at all times
- Committed to maintaining a high level of confidentiality regarding sensitive and personal information
- High level of IT literacy, particularly with Microsoft Excel and other Microsoft Office packages
- Good communication skills, including the ability to deal appropriately and professionally with a range of people, including CLAPA's beneficiaries, supporters, volunteers and staff
- Highly organised and self-motivated; able to intuitively prioritise regular and ad hoc tasks to ensure they are completed to a high standard within tight deadlines
- Committed to CLAPA's vision, purpose and values. Committed to working within CLAPA's policies and procedures.

Desirable

- Experience of working within the charity sector
- Experience of working with donation and donor details
- Experience with administrating the following systems:
 - Salesforce
 - Campaign Monitor
 - Formstack
- Experience with administrating the following platforms from a data perspective:
 - Just Giving
 - Enthuse
 - CAF
 - Committed Giving
 - Facebook Giving
- Good knowledge of safeguarding principles and practices
- Personal experience of cleft lip and palate

About Cleft Lip and Palate

Early in pregnancy, different parts of the face form and come together just above the top lip. If this doesn't happen quite as it should, the result is a gap or 'cleft' in the upper lip, the palate (roof of the mouth), or both. It's usually caused by a mix of genetic and environmental factors interacting in a way that can't be predicted or prevented. A cleft can affect feeding, hearing, speech, teeth placement and more. The treatment pathway can last 20+ years, including several surgeries.

Around one in 700 people are born with a cleft – that's 1,200 each year in the UK alone.

About CLAPA

The Cleft Lip and Palate Association (CLAPA) is a small charity supporting people born with a cleft and their families in the UK. We bring together people affected by cleft to help them connect with others who share their experiences, welcoming them into a supportive community for life.

CLAPA's Services

- Vibrant **social media channels** which promote positivity, bust myths and celebrate differences.
- **Online support groups** moderated by trained volunteers provide an instant connection for those looking for an informal support network.
- **Regular online events** give people the chance to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- Confidential **one-to-one support** provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.
- Accredited **information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- An **Advocacy Service** that provides information and signposting to those with complex enquiries.
- A **Children and Young People's Council** made up of 9-17-year-olds who meet to share their thoughts and experiences, helping to improve our support services as well as cleft research and NHS care.
- A consultancy service for **researchers** which connects their work with our community.
- A **feeding service** that supplies 15,000 subsidised items of specialist equipment for babies born with a cleft each year, including free of charge items for new and vulnerable families



When my Sonographer told me about my baby's cleft I was devastated. Soon after, I found CLAPA who introduced me to a whole new community of smiles and support. The experience has been amazing."

– Parent of young child

CLAPA's Values

- **Inclusive.** Everyone affected by cleft in the UK, regardless of background, identity or socioeconomic status, should be able to find a warm and welcoming community with CLAPA. We value all voices and want everyone to see themselves reflected in our work.
- **Trusted.** We passionately believe in doing what is best for the UK cleft community. Their needs and voices are at the front and centre of everything we do. We take responsibility for our mistakes and use them as chances to learn.
- **Adaptable.** We seek authentic feedback to help us raise the bar in everything we do. We don't stay stuck in our ways. We follow the evidence, try new things, and change with the times.
- **Collaborative.** We work best when we work together, whether this is as a staff team, as a community, or in partnership with others.

CLAPA's Strategy

Like many organisations, 2020-21 saw CLAPA revolutionise its service delivery to better serve communities wishing to access support online. Our 2022-25 strategy has us building on this work to provide a suite of high-quality, community-led, online services which will be able to keep pace with whatever challenges the future may bring.

Within this strategy, there is a particular focus on developing external partnerships to support our work, developing enduring resources to make the most of our considerable knowledge base, and reviewing our services and marketing to ensure accessibility, diversity and inclusion are top priorities. This period will also see a shift in how we raise funds to ensure the ongoing sustainability of CLAPA's work.

Working for CLAPA

Nearly all of CLAPA's 16 staff are part-time, and all are partly or wholly home-based. Core working hours are Monday-Friday, 9am-5pm, but all staff have some flexibility around their hours of work and can request changes to their working patterns as per our Flexible Working Policy.

CLAPA is structured around a small Senior Management Team and Chief Executive who report to the Board of Trustees (the majority of whom have a personal connection to cleft lip and palate), and has a constructive, collaborative culture where all voices and contributions are valued. CLAPA encourages cross-team working to give staff a chance to test their skills and learn about every area of how a modern charity operates.

Although we work remotely, we keep in constant contact using CLAPA's Slack workspace and regular Zoom catch-ups, so staff are never alone when questions, concerns or ideas pop up.

How to Apply

Please complete the online Application Form: https://clapa.formstack.com/forms/clapa_application_form

You may request an application form in another format by emailing info@clapa.com with 'Data Officer Recruitment Pack Request' in the subject.

All applications are subject to our shortlisting process. If you're shortlisted, we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process. If you are shortlisted, we will ask you to complete a criminal records disclosure. Check [NACRO guidance](#) for more information on what should be disclosed and your rights.

If you have not heard from us by 12th May, please assume your application has been unsuccessful. We regret that due to our small team, we are unable to give feedback on unsuccessful applications.

Applications close: 3rd May 2023

Interviews: w/c: 17th May 2023

Start date: ASAP

Criminal Record Background Checks

If you are invited for an interview, you will be sent a **Criminal Record Declaration form**. You will need to complete this form prior to the interview, but it will be stored securely and will only be looked at if we wish to make you an offer of employment. If you have declared that you have a criminal record on this form, we will complete a risk assessment process in line with our Safeguarding Policies.

Contact

Contact Anna Martindale, Impact and Influence Manager at anna.martindale@clapa.com or call the CLAPA office on 020 7833 4883 if you have any questions about the role or the application process.

Due to most of our staff being home-based and part-time, there is usually limited cover, but if you leave a message on the answerphone, we will call you back as soon as possible. Please leave your full name and phone number when leaving a message.

