



Every smile
tells a story

Data Officer Recruitment Pack

Introduction from the Chief Executive

Hello, I'm Claire.

I'm the Chief Executive of CLAPA, the UK charity for people affected by cleft lip and palate. 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 45 years.

The Data Officer at CLAPA is a crucial role working 'behind the scenes' with staff across the charity to keep our day-to-day services running smoothly. As a digital-first charity, everything CLAPA does is driven by data, and this post ensures the data we work with is accurate, complete, and up to date.

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 CLAPA 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

Charities have to grow and develop, even more so in this ever-changing world that we live in. The current digital environment means that charities must evolve to utilise every communication tool that is available to them. By doing so they ensure their message can reach as many people as possible and in turn help our beneficiaries. Without this realisation, and adaptation, we cannot hope to use our income to meet the needs of the wider population.

This role is key to ensuring that CLAPA can embark on this journey, keeping true to our values, but pushing the boundaries so that the one in three children born with a cleft every day, gets the relevant support. Not just for themselves but the families around them. Not just in one area, but all aspects of their lives. And not just for one day, but for the rest of their lives.

Join us, by bringing the best unique version of yourself, and help us shape the future of CLAPA.

Oliver Rendell

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 (21 hours per week; flexible working days and start/finish times)

Term: Permanent

Remuneration: £28,000 per annum (£16,800 pro rata)

Reporting to: Digital Product Manager

Based at: Home-based within the United Kingdom. Two days per annum required at the CLAPA Office in London (E2 9DA) for all-staff meetings (travel expenses paid).

Benefits:

- 25 days paid annual leave (pro rata)
- Bank holidays (pro rata) and closure over Christmas from 24th December to 1st January inclusive
- Extra day off during birthday month
- 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

CLAPA's Data Officer is responsible for the day-to-day flow of data in and out of the charity's various systems, including fundraising, marketing and service-use platforms. They ensure this data is captured, formatted and imported in a timely and accurate manner, and assist with data analysis to support everything from funding applications to decisions around organisational strategy.

This post also plays a key role in troubleshooting and development of CLAPA's data systems and works with staff at all levels of the charity to understand and fulfil their data needs. They will be trained and supported in every aspect of their work by the Digital Product Manager.

The successful candidate will be highly IT-literate, with a strong eye for detail, a passion for hunting down errors, and a good understanding of data management and protection principles. They will enjoy working flexibly with a remote team of dedicated colleagues to find creative solutions to unique problems and support CLAPA's vision and values.

Key Tasks

- Manage regular and ad hoc imports of fundraising and donation data from various platforms into CLAPA's Salesforce database.
- Work with the Fundraising and Finance Teams to create and manage processes for importing data from new platforms.
- Work with the Digital Product Manager to develop new data systems and processes to support the charity's needs.
- Deliver a range of reports and analyses as directed to inform future charity activity.
- Assist with exporting/importing other data using various systems, including CLAPA's direct mailing systems and service sign-up systems.
- Regular troubleshooting and updates of various data platforms and processes.
- Performing regular data cleanses and updates 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 entire 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 Digital Product Manager and Senior Managers.

Person Specification

Essential

- Relevant experience of administrating and developing supporter database systems or other CRMs.
- Strong analytical and critical thinking skills with regards to manipulating, cleansing and resolving anomalies within data
- Strong attention to detail; the ability to spot and correct own mistakes while working independently.
- Knowledge of UK data protection laws and their application in charities, particularly with regards to records management and direct marketing.
- Committed to maintaining a high level of confidentiality regarding sensitive and personal information.
- High level of IT literacy, including the ability to get to grips with new systems quickly.
- Strong communication skills, particularly when working with people with a lower level of IT literacy to find appropriate solutions to their data needs.
- 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 with data within the charity sector
- Experience of working with donation and donor details from online fundraising platforms such as JustGiving, CAF, and Enthuse.
- In-depth experience with the following systems:
 - Salesforce
 - Campaign Monitor
 - Formstack or Gravity Forms
- Experience of using R or a similar programming language to manipulate data
- 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 operations.

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 the UK's cleft lip and palate support charity. 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.
- **Information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- 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.
- **Counselling** to enable those feeling overwhelmed, anxious, or depressed to work on any issues in their lives.
- **Support and signposting** for those with those with complex enquiries.
- A **Children and Young People's Council** and several targeted focus groups who meet to share their thoughts and experiences, helping to improve our services as well as cleft research and NHS care.
- **Mentoring** to help young people address cleft-related challenges and develop coping and communication skills.
- **Camp CLAPA adventure weekends**, a **Penpals project** and other opportunities for children and young people to connect and improve mental health and wellbeing.
- A consultancy service for **researchers** and **health professionals** which connects their work with our community and enables Patient and Public Involvement (PPI).
- 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.

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

CLAPA's 2025-2030 strategy aims to provide comprehensive support for people affected by cleft lip and palate, ensuring no one goes through their journey alone. We continue to deliver vital services like the feeding service, peer support, counselling, and Cleft++ Mentoring, while expanding our digital offerings for greater accessibility. Our core focus is on **Investing** in our people and infrastructure, **Empowering** the cleft community to have a voice in care, and **Informing** through accessible resources. Additionally, we **Connect** individuals through community-building and **Reassure** them with personalised support. We are also embarking on a new era of campaigning and advocacy to influence cleft care policy, supported by a refreshed brand and a new website. With an enhanced income generation strategy, we seek to forge lasting partnerships with donors, corporations, and supporters to drive forward these ambitious goals.

Working for CLAPA

Many of our 22 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. The charity has a constructive, collaborative culture where all voices and contributions are valued, and encourages cross-team working to help staff to grow their skills and knowledge.

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

About this Post

The Data Officer works with people at all levels of the charity to help fulfil our data needs, from ensuring information is processed and analysed properly to creating systems that help us meet our goals.

"Being CLAPA's Data Officer has been one of the most rewarding and interesting experiences of my working life. The role brings together the complexities of data management and analysis, alongside a tangible connection to CLAPA's work and impact. The work is always interesting, especially if you're someone who loves problem solving and collaborating on novel solutions. More broadly, CLAPA is a genuinely warm and welcoming place to work, where it really feels like everyone's effort and time is appreciated."

– Outgoing CLAPA Data Officer (2023-2025)

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. We will also ask you to complete a Criminal Record Disclosure form (see below).

If you have not heard from us by the end of Friday 7th November 2025, 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: 9am on Monday 3rd November 2025

Interviews: Friday 14th November 2025

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. Check [NACRO guidance](#) for more information on what should be disclosed and your rights.

DBS Checks

The Data Officer position requires a DBS check (basic) due to the level of access to sensitive and personal data involved. The successful candidate will be required to complete this check and join the DBS update service before they begin their employment at CLAPA. This will be discussed further after an appointment has been made.

Contact

Contact Anna Martindale, Digital Product Manager at anna.martindale@clapa.com if you have any questions about the role or the application process.

