

Job Description & Person Specification

Job Title: Head of Business Intelligence and IT
Contract: Permanent
Hours: Fulltime (37.5 hours per week)
Location: London, Hammersmith, with flexible / hybrid working available
Salary: circa £55,000 per annum plus benefits

About Starlight

We are the national children's charity dedicated to using the power of play to make the experience of illness and treatment better for children and their families.

At Starlight, we are passionate about protecting this time of play, championing its importance and defending every child's right to it. Our passion takes us to the bedsides of some of the most poorly children in the UK who are in hospital, often without hope of leaving. We use the power of play to create a sense of escape from the difficult reality in which these children find themselves. To delight and distract, entertain and enlighten them. But, most of all, to restore a smile to their faces, making moments of light when the day is at its darkest.

We now work with hundreds of hospitals and hospices to provide play, distraction and entertainment services which help to improve mental, physical, social and emotional wellbeing, even in the most challenging circumstances. We also run programmes of events and experiences, which create opportunities for children and their families to build social connections. Through the work we do and the people we work with, we listen, learn, and share knowledge, working with others towards systemic change in the provision of play in hospitals.

Our Strategy and the Head of Business Intelligence & IT role

We have an exciting opportunity to join our Central Resources team as Head of Business Intelligence & IT. Underpinning the delivery of services to our children, families and health professionals and the fundraising which makes that possible, the Central Resources team is dedicated to ensuring that all our teams have access to the resources, information and tools they need to make decisions and deliver activities. Key to our success, as we continue to develop our fundraising strategy, is the ability to gather business intelligence and data and use it to develop real insight to guide our fundraising activities.

You'll be passionate about unlocking the value of data and have the experience to develop and deliver a business information strategy and plan that facilitates evidence-based decision across the organisation. You'll be skilled in developing fundraising insight to drive decision making, combining excellent technical and database skills with a real understanding of the pivotal role business information plays within an organisation. Experienced in driving change, you'll lead your peers, your team and stakeholders across the organisation in developing insight-based decision making.

Managing a small team and reporting to the Director of Finance and Resources, you'll be responsible for business intelligence across the organisation but with a real focus on generating insight for fundraising. Working alongside the Head of Finance, you'll help us build dashboards to give our teams the business information they need when they need it. You'll work with our Children's Services delivery team to help them take ownership of their data, overseeing a project to provide them with a fit for purpose data management solution and the skills to use it, and support them in developing their own insight.



You'll take responsibility for all software and system tools, maintaining security and compliance while making sure we have efficient, effective and easy to use tools, plus a robust technology infrastructure that gives us all easy access to information regardless of location. Skilled in managing the big picture of data, insight and IT in today's information-driven world, you'll think creatively, find pragmatic solutions and be used to juggling multiple priorities in a fast moving environment. Starlight is a small team with a lot to deliver so a can-do attitude is critical; we all roll our sleeves up and do what's needed to make things happen for our children, families and healthcare professionals.

Key Areas of Responsibility

1. Develop and implement a business intelligence / data strategy which puts data insight at the heart of our decision making
2. Work with Fundraising to identify data insight needed to drive decision making and ensure the intelligence collected and processed is in line with those needs
3. Oversee the transition of Service Delivery data from the fundraising database to a more suitable system, engaging and working with a consultant to deliver the project, and supporting the Service Delivery team in taking ownership of the data
4. Support colleagues across the organisation with data management and insight generation to ensure all departments have the business intelligence they need
5. Ensure data processing across the organisation is carried out in accordance with our data protection principles
6. Ensure smooth IT provision across the organisation, working with our managed service provider to ensure all staff have the technology they need to work and collaborate efficiently and effectively
7. Work closely with all teams to ensure efficient and consistent systems of document and information storage and management across the organisation
8. Take ownership of all IT, data and other technical contracts, working to ensure value for money
9. Lead on cyber security, ensuring tools, processes and training are in place to give the best practicable protection to all systems
10. Oversee business continuity planning for all systems and processes across the organisation
11. As a member of the Leadership Team, share responsibility for the culture, tone and ways of working of the charity



Person specification

Requirement	Essential	Desirable	Evaluation*
Substantial experience of leading and developing an insight-driven data function in a small or medium sized organisation	√		A, I
Demonstrable experience of developing data strategy by working with stakeholders across the organisation	√		A, I
Considerable experience of working with and generating insight from high-volume databases within a fundraising environment (ThankQ helpful but not essential)	√		A, I
Experience of using Google analytics and other digital platform tools as part of insight generation		√	A
Experience of SQL scripting and Microsoft SQL Server Studio	√		A, I
Experience of using Power BI / Power Query for data analytics		√	A
Good working knowledge and understanding of cyber-security and a principles based approach to GDPR	√		A, I
Excellent problem solving skills, with the ability to see all sides of a problem and consider multiple solutions	√		I
Strong influencing skills and the ability to engage people across the organisation	√		I
Experience of managing IT Estate, software and hardware, and working with a managed service provider	√		A
Excellent Excel, Access and general IT skills	√		A, I
Financial acumen, able to prepare and manage business plans and budgets	√		A, I
Enjoy being part of a small team where individuals thrive on working outside of their designated roles from time to time to get things done	√		I
Experience of line managing people, setting goals, and developing a team	√		A, I

*I = tested at interview, A= tested via cv / supporting statement



What we offer

The opportunity to be a Protector of Play, working to ensure every seriously ill child has access to their human right to play. You'll be part of a small but ambitious and passionate team of 40 staff, meaning everything you do will make a big difference to our work and giving you the opportunity to have a huge impact.

We have a friendly, contemporary, open plan office environment just five minutes' walk from Hammersmith tube station with lots of shops, cafes and the River Thames on our doorstep but we're happy to talk about flexible / hybrid working. At the moment, being conscious of the high level of covid cases, we're encouraging our people to make their own decisions about whether to come into the office or to work from home fulltime, although going forward there'll be an expectation to spend at least some of the time in the office.

On the financial front, we can offer a competitive salary and benefits package including 25 days holiday rising to 30 days with service; employee assistance programme; life assurance; season ticket loan; ride to work; auto enrolment pension; and Vitality healthcare cover with all its associated benefits.

To apply

Please email your CV, accompanied by a supporting statement which demonstrates how your experience matches the person specification and highlights your most relevant, recent experience for this role, to our recruitment partner, Anderson Quigley, on rob@andersonquigley.com.

Closing Date: 4th January 2022

First Interview: week commencing 11th January

Second interview: week commencing 18th January

Note that we may appoint to the role before the stated closing date if a suitable candidate is identified.



Additional Information

Diversity Policy Statement

We believe that everyone has the right to be treated with consideration and respect. Starlight is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. We aim to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender, marital or civil partnership status, ethnicity, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Starlight actively welcomes candidates from diverse backgrounds. If you are invited to an interview and need any adjustments made or have particular access needs please let us know at that stage.

Shortlisting

Starlight is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; if you are shortlisted we will contact you and invite you to attend an interview on or before the dates in this document, please let us know on application if you have any difficulty with the dates. You will also be advised at this point if there will be any skills test, presentations etc. We may appoint to the role before the stated closing date if a suitable candidate is identified.

Employment Checks

All offers of employment are made subject to the following criteria: proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, enhanced DBS and two most recent references.