

# Candidate information pack

## Data Services Manager

**Closing date:** 5pm, Friday 29<sup>th</sup> May 2026

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# Welcome

If you're passionate about healthy living and health promotion, and want to see a world where no one develops a preventable cancer, why not consider joining us at World Cancer Research Fund?

Cancer currently affects one in two people in the UK but, as the cancer prevention experts, we know that about 40% of cancers could be prevented.

World Cancer Research Fund champions the latest and most authoritative scientific research from around the world on cancer prevention and survival through diet, weight and physical activity, so that we can empower people to make informed lifestyle choices to reduce their cancer risk.

As an international network of charities in the UK, EU and US, we've been funding life-saving research, influencing global health care policy, and educating the public on how to make informed choices since 1982.

To meet our vision of living in a world where no one develops a preventable cancer, we need high quality and motivated employees from a mix of backgrounds and with a range of skills and experiences. In return, we aim to offer the best possible working environment for people so that talent is nurtured and developed.

Within this candidate pack you will find additional information about the role you are applying for and the benefits we offer.

To apply for this role, please complete and submit a CV, covering letter (maximum two pages) and the attached equal opportunities form. If you have any queries please contact Human Resources at [hr@wcrf.org](mailto:hr@wcrf.org) or visit our website at [wcrf.org](http://wcrf.org)

On behalf of World Cancer Research Fund we thank you for your interest in helping to prevent cancer and we wish you the best of luck with your application.

Best wishes,  
Human Resources

# Our values

## EVIDENCE BASED

We are authority on lifestyle related cancer research – continuously learning and evaluating, so that we can deliver excellent outcomes.



## INCLUSIVE

Everyone counts – we value, respect and trust each other.



## INFLUENTIAL

We are collaborative, engaged and focused on maximising impact in all that we do.



## INNOVATIVE

We are curious and creative; evolving and exploring so we can deliver solutions that make a real difference.



## EMPOWERING

We make every day meaningful, building and sharing our knowledge and allowing our passion to shine through.



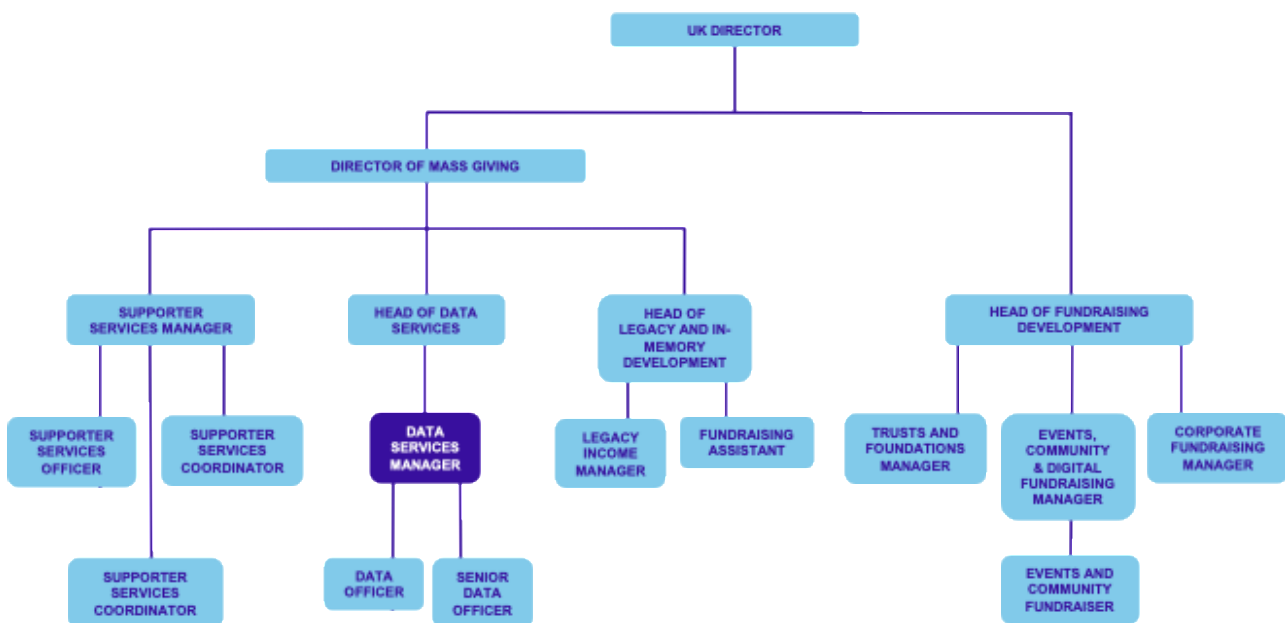
# About the role

We are seeking a Data Services Manager who, working with the Head of Data Services, will be responsible for the day to day running of the Data team. You will lead and be responsible for WCRF's systems and in house databases ensuring the smooth running of day-to-day data tasks, leading on data projects and ensuring compliance with Data Protection regulations. You will also be responsible for the management of the Senior Data Officer and the Data Officer.

## Who you will be working with:

You will lead the Data team and also work with World Cancer Research Fund's wider Fundraising and Health Information Department which consists of a large Direct Marketing department, Corporate Fundraising, Trusts, Events and Community fundraising. You will also work very closely with our Supporter Services Team, our Health Information Team and our digital team.

## WCRF Fundraising Department



## What we are looking for:

- Proven experience of working with and managing established industry wide fundraising and charity focused CRM databases.
- Experience of Claris FileMaker products or similar database software solutions.
- Experience of system development, ideally with knowledge in creating scripts and troubleshooting existing scripts.
- Considerable hands-on experience of working with complex data sources, transfers and imports.
- Proven track record of staff management, leadership and motivation.
- Understanding and working knowledge of Data Protection and Fundraising regulations

# Job Description

<b>Job title</b>	<b>Data Services Manager</b>
<b>Department</b>	<b>Fundraising and Health Information</b>
<b>Reporting to</b>	<b>Head of Data Services</b>
<b>Responsible for</b>	<b>Senior Data Officer and Data Officer</b>
<b>Contract</b>	<b>Permanent</b>
<b>Location</b>	<b>London N1</b>
<b>Hours</b>	<p><b>37.5 hrs per week – full time</b></p> <p><b>We're a hybrid working employer, meaning you're required to come into the office 2 days per week, currently Tuesday and Wednesday or Thursday</b></p> <p><b>The role is being advertised as full-time, but we would consider someone working 4 days per week pro rata.</b></p>
<b>Salary</b>	<b>FTE: £44,000 - £47,000 per annum, plus benefits</b>

## Department description

The Data Team is positioned within the Fundraising and Health Information Department. The Data Team manages and supports all supporter related databases within WCRF as well as being responsible for claiming Gift Aid from HMRC.

## Main purpose of the role

Together with the rest of the Data Team the post holder will support the day-to-day running of the CRM database and other systems used within WCRF.

They will be responsible for the maintenance, development and adherence of all team procedures. Oversee the smooth running of the day-to-day data tasks, take the lead on data projects and make sure they are completed efficiently, delivered on time and comply with the Data Protection regulations. Ensure that all team functions run smoothly and are undertaken in a timely fashion to support the achievement of the charity's fundraising strategic objectives. Analyse and review data and report on results that can then be used to build engagement with our supporters.

Working closely with other members of the organisation is key, especially the fundraising and supporter services departments, while also supporting all other departments with their data requirements. In addition, the post will, in collaboration with the Data Protection Officer, work with colleagues to ensure compliance across all regulators and to maintain accurate and up to date records accordingly.

Whilst reporting directly to the Head of Data Services (HDS), the post holder will assist and, in some areas, take the lead in motivating the team, whilst being responsible for the line management of the Senior Data Officer and Data Officer.

## Main duties and responsibilities

A	Staff Management
1	Lead and motivate a team of two. Manage the Senior Data Officer and Data Officer including, development, review and management of performance, and work with the Head of Data Services with job design and recruitment.
B	Data Management
1	Develop processes for maintaining and enhancing the integrity and quality of all WCRF's data and databases, including reviewing and monitoring of existing work processes, improving and streamlining where applicable, to ensure completeness, efficiency, timeliness and fitness for purpose and be responsible for departmental backup of existing and future data systems.
2	Develop accurate reporting mechanisms to allow effective analysis, while complying with the Data Protection Act 2018, GDPR and PECR regulations.
3	Oversee data capture procedures within database activities, ensuring management systems are monitored, robust, accurate and effective in delivering data integrity and compliance in line with GDPR legislation and Fundraising Regulator best practice.
4	Support the Senior Data Officer and Data Officer in agreeing schedules for data processing, including cleaning and maintenance exercises. Ensure that database selections, extracts and imports are accurate, verified and processed effectively and in a timely manner.
5	Support the Senior Data Officer and Data Officer to ensure data is selected and sent to agencies in the correct format. Ensure the transfer of data back to WCRF is done in a timely manner, with donors flagged according to internal policies and procedures.
6	Be lead contact for all data and database queries and requests from Supporter Services and Fundraising, liaising with the Head of Data Services when needed.
7	Manage WCRF's working relationship with RSM, working closely with the Data Officer, to ensure that direct debits are processed efficiently and compatible data reports are produced.
8	Along with the Senior Data Office and Data Officer, and other relevant programme managers, produce written analysis and impact reports on fundraising and direct mail campaigns and make recommendations to help ensure future success.
9	Oversee the processing of weekly data updates from the direct mail database, to ensure they are received, processed onto the development database and verified for integrity.
10	Ensure that all income streams (committed giving, direct mail, online etc.) are recorded, shared with TDC where applicable, accurately and in a timely manner, in line with WCRF guidelines and procedures.
11	Assist colleagues with their database needs, as required and appropriate to existing workload.
12	With the remainder of the team, ensure that the Data Team data retention policy is followed and modified/updated where necessary.
13	Support the Head of Data Services in the application of the HMRC Gift Aid Scheme ensuring all claims submitted are valid through a programme of regular audit and administration tasks.

<b>14</b>	Ensure database inductions for new starters are completed and support data protection training updates to WCRF staff to ensure current legislation is adhered to.
<b>C</b>	<b>Data Protection</b>
<b>1</b>	Ensure all actions undertaken comply with current Data Protection regulations.
<b>2</b>	Maintain a working knowledge of Data Protection regulations with regards to the data within the charity and provide support to the Data Protection Officer as and when required.
<b>3</b>	In conjunction with the Data Protection Officer, develop, promote and enforce internal processes and procedures to ensure that all use of supporter data within the charity's remit is compliant with current Data Protection regulations and WCRF's aims and business objectives.
<b>4</b>	Ensure that WCRF databases and manual systems managed by the Data Team are Data Protection compliant, that they meet all other regulatory requirements and ensure that industry best practice is achieved as a standard for all databases.
<b>5</b>	Make changes to ensure compliance in a timely manner.
<b>D</b>	<b>General</b>
<b>1</b>	Prepare annual Gift Aid income budgets.
<b>2</b>	Play a key role in the continued development, implementation and ongoing review of WCRF's strategic plans, especially around data.
<b>3</b>	Develop and maintain knowledge and expertise on trends, development techniques in the sector and relevant UK marketplaces.
<b>4</b>	Represent WCRF on internal and external IT/data strategy groups.
<b>5</b>	To participate and make positive contributions at team and departmental meetings.
<b>6</b>	Review and update WCRF data procedures and policies for all areas of data and fundraising work and update regularly as needed.
<b>7</b>	Produce new data procedures for new programmes as and when they arise.
<b>8</b>	To work constructively with colleagues to achieve fundraising and charitable objectives and comply with WCRF UK policies and procedures.
<b>9</b>	Represent the charity, as and when required and to promote the work and programmes of the organisation.
<b>10</b>	Ensure all actions undertaken comply with the Data Protection Act 2018, GDPR, PECR, and follow WCRF UK procedures and policies for all areas of fundraising and data work.
<b>11</b>	Contribute and play a leading part in departmental monthly team meetings and to represent the HDS at internal and external meetings.
<b>12</b>	Take on new projects as appropriate.
<b>13</b>	To work constructively with colleagues to achieve overall charitable objectives.
<b>14</b>	Have a high level of expertise in the use of Microsoft products, including but not limited to Excel, Outlook, PowerPoint and Word.

# Person specification

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

		Application	Assessment	Interview
<b>Experience</b>	Proven experience of working with donor-based CRM systems commonly found within the charity sector, ideally with the Claris Filemaker development software and databases, from creating new to maintaining and updating existing complex database systems.	✓		✓
	Experience of creating scripts and troubleshooting existing scripts.			✓
	Considerable hands-on experience of working with complex data sources, dealing with large data sets, transfers and imports.	✓		✓
	Experience of undertaking complex data segmentation for use in Direct Mail and marketing programmes.	✓		✓
	Experience of project management and work planning.			✓
	Proven track record of team leadership, management, and motivation.	✓		✓
	Experience of working with advanced CRM functions, including data servers, preferably with Claris FileMaker products.			✓
<b>Knowledge and technical skills</b>	Understanding and working knowledge of Data Protection regulations, fundraising law and best practices.	✓		
	Working knowledge of data protection legislation and GDPR.	✓		
<b>Personal attributes</b>	Ability to interpret complex numerical information in a range of formats, summarising key features, identifying anomalies and drawing sound business conclusions.	✓		

	Ability to work under pressure and in a team as well as autonomously.			✓
	Ability to demonstrate patience and perseverance in the face of setbacks and problems and drive self and others to achieve challenging results.			✓
	Ability to balance multiple and conflicting priorities using insightful interpretation, resourceful solutions and good people management.			✓
	Ability to present complex and difficult messages clearly and with impact and also listen actively, challenging and probing to ensure full understanding.			✓
	Ability to exhibit practical interpersonal skills across the organisation and be trustworthy and clearly knowledgeable with a hands-on approach and be solution focused.			✓
	An interest in and commitment to healthy living, health promotion and health-related organisations and nutrition.	✓		
	Willingness and ability to work flexible hours as needed with occasional time away from home.	✓		
<b>Education and qualifications</b>	Educated to degree level or equivalent professional experience.	✓		

# Terms, conditions & benefits

## Salaries

World Cancer Research Fund operates a fair and transparent pay policy. We always ensure a salary range is listed on all of our job adverts and we benchmark the salaries for all our roles every 2/3 years to ensure we are paying fairly within market norms.

Staff salaries are paid into bank accounts once a month on the 26th of each month.

## Hybrid working

We are currently operating hybrid working for all staff across the organisation. The office is open 3 days a week (Tues, Wed and Thurs) and full-time staff are required to be in the office at least 2 of these days each week, Tuesday and Wednesday or Thursday.

## Flexi-time scheme

A flexi-time scheme is in operation across the organisation. The daily requirement is to work 7.5 hours.

Staff also need to take a lunch break of at least 30 minutes (staff can take up to a maximum of 2 hours for lunch). The core hours are 10am–4pm, Monday to Friday when all employees must be present. Employees may arrive for work between 8am and 10am and leave between 4pm and 7pm. The daily minimum hourly requirement of 7.5 working hours per day plus lunch must be met; any extra time cannot be "rolled over" or "banked".

## Annual leave

Our annual leave year runs from 1 October to 30 September. Annual entitlement for full-time staff is in relation to length of service:

- Less than 1 year of continuous service at the beginning of a holiday year: 25 days (pro-rated to your start date)
- 1 year or more of continuous service at the beginning of a holiday year: 26 days
- 3 years or more of continuous service at the beginning of a holiday year: 28 days
- 5 years or more of continuous service at the beginning of a holiday year: 30 days

In addition, the office is closed from the end of the last working day before Christmas until the first working day after the New Year.

## Sick leave

For full-time staff, we allow up to 20 days sick leave in any rolling year without deducting pay. This allowance increases to 25 days sick leave plus 40 days half-pay after one years' service.

## **Pension plan**

We contribute into an approved pension scheme, which is administered by Standard Life. Employees will be auto-enrolled into the scheme after 3 months and will contribute a minimum of 5% of their salary each month. World Cancer Research Fund will match the employee's contributions of up to 5% of the employee's salary each month.

We also offer staff the option to switch their pension to a salary sacrifice arrangement on request.

## **Private healthcare**

We offer private healthcare for employees, which gives all employees access to private healthcare (hospital and outpatient care) by referral from NHS. You are eligible to join the scheme after successful completion of the probationary period.

## **Dental cover scheme**

We offer all employees a contribution to their dental expenses by allowing employees to opt in to a dental cover scheme. You are eligible to join the scheme after successful completion of the probationary period.

## **Life assurance and income protection**

We cover all employees from their first day of employment and provide cover, which is equal to 4 x the individual's salary on death while employed alongside critical illness cover.

## **Permanent Health Insurance (PHI) scheme**

All permanent members of staff, up to the age of 65, whose normal hours of work are at least 15 per week, are covered by the organisation's Permanent Health Insurance (PHI) Scheme, at no cost to employees.

PHI is intended to provide income protection in the event of long-term illness or disability. The scheme provides an income replacement of up to 50% of the basic annual salary after a waiting period of 26 weeks, starting from the date a disability commences.

## **Season ticket loan scheme**

Employees can take advantage of an interest free loan for a purchase of an annual travel ticket. The loan is repaid via equal deductions from the employee's salary over a 12-month period. You are eligible to join this benefit after successful completion of the probationary period.

## **Cycle to work scheme**

Employees can take advantage of an interest free loan for a purchase of a tax-free bike or accessories. The loan is repaid via equal deductions from the employee's salary over a 12-month period. You are eligible to join this benefit after successful completion of the probationary period.

World Cancer Research Fund office also offers secure, lockable, storage for your bike and there are showers available within the office.

## **Employee assistance programme**

All employees, and their families, have access to a 24-hour confidential advice and support line. This service offers access to trained advisers and counsellors from The British Association for Counselling and Psychotherapy (BACP) who can offer advice on a range of issues, including financial and debt concerns, legal information, relationship or family worries, bereavement, stress, anxiety and other emotional issues. If appropriate you may also be referred for up to eight sessions of face-to-face counselling.

## **Mental health and wellbeing**

We run a Mental Health Champions scheme that staff can volunteer to be a part of. Our Mental Health Champions are sent on an accredited Mental Health Training Course and are then available to offer help to any staff member experiencing a mental health problem; guiding them to access appropriate professional help. They also work in collaboration with the organisation to promote wellbeing and encourage a culture where mental health can be discussed openly.

## **Flu vaccinations**

We offer staff the chance to receive a free flu vaccination each year. This is either at the World Cancer Research Fund office, where a trained nurse will be arranged who will administer the vaccine onsite, or by providing a voucher to enable them to receive the vaccine at a participating pharmacy of their choice.

## **Christmas and summer parties**

We hold two annual parties, in the Summer and at Christmas, paid for by the organisation, for staff to come together outside of work and have fun!

## **Dog friendly office**

Staff currently have the opportunity to bring their dog into the office one day per week (Thursdays) subject to World Cancer Research Fund guidelines.

## **Training and development**

World Cancer Research Fund is committed to enabling professional development and all staff are encouraged to regularly discuss training and development. In addition, there is an annual appraisal process in place during which individual needs are formally discussed and identified.

We also offer payment for job-related professional subscriptions and fees (subject to World Cancer Research Fund guidelines), opportunities to attend international conferences on behalf of the organisation, and study leave and sabbatical leave policies.

## **Probationary period and notice period**

The post-holder is subject to a 6-month probation period during which 1 weeks' notice on either part will apply. Following successful completion of the probationary period the post-holder will be on 2 months' notice period.

# How to apply

## Recruitment timetable:

<b>Closing date for applications:</b>	5pm, Friday 29 <sup>th</sup> May 2026
<b>First interviews:</b>	9 <sup>th</sup> June 2026
<b>Second interviews:</b>	16 <sup>th</sup> June 2026

## To apply

You can apply for this vacancy by submitting a CV (max. 3 pages), covering letter (max. two pages) and a completed Equal Opportunities Monitoring Form. Your covering letter should provide specific examples of past achievements to demonstrate how you meet each criterion of the Person Specification and should also highlight how your skills and experience would benefit World Cancer Research Fund.

Your CV, covering letter and completed Equal Opportunities Monitoring Form can be submitted by email or post:

**E-mail:** [hr@wcrf.org](mailto:hr@wcrf.org)

**Address:** Human Resources  
World Cancer Research Fund  
140 Pentonville Road  
London N1 9FW  
UK

**Phone:** 020 7343 4200

**If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion. Please note that we only provide feedback to shortlisted candidates.**

# Equal opportunity monitoring form

World Cancer Research Fund is committed to equal opportunities for all. Please help us monitor the effectiveness of our Equal Opportunity Policy by completing and returning this form. This will be separated from your application prior to assessment and used solely for statistical purposes.

Post applied for:	
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Please tick the appropriate boxes below:

## Gender

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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## Disability

World Cancer Research Fund welcomes applications from people with disabilities. The Disability Discrimination Act 1995 describes a disability as a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities. Having read this definition, do you consider yourself to have a disability?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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## Ethnic group

The categories indicated below are those recommended for use by the Commission for Racial Equality.

How would you best describe your ethnic origin?

Bangladeshi	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Black – African	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Black – Caribbean	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Black – Other (please specify)	<input type="checkbox"/>	White	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

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## Nationality

UK	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

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Thank you for answering these questions.

# Job applicant privacy notice

As part of any recruitment process, World Cancer Research Fund collects and processes personal data relating to job applicants. World Cancer Research Fund is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. World Cancer Research Fund collects a range of data about you which will include:

- Your name and contact details (including email address and telephone numbers);
- Details of your skills, qualifications, experience and employment history;
- Details regarding your current levels of remuneration and any work benefits entitlements;
- Whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- Information regarding your right to work in the UK; and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

This information will be collected from your CV and/or cover letter on application to us, plus from your examination certificates, passport, driving licence or other identity documents provided. We may also collect personal data about you from third parties, such as references obtained from former employers, background checks or criminal records checks as applicable.

## How we handle the data that is submitted by you

This data will be stored in an electronic format (including email) on our internal IT systems and also on paper within our HR Department. Your information may be shared internally for recruitment purposes with our recruiting managers, HR and IT team strictly for decision making purposes. We do not share your data with any third parties.

## Why we process personal data

We need to process your data to take the necessary steps prior to entering into any contract with you. We may also need to process your data if we agree to enter into a contract with you. We have a legitimate interest in processing your data during the recruitment process to ensure that we make and keep records of the process. These records allow us to manage the process effectively, assess a candidate's suitability for employment and decide whom to offer the roles to. We may also, from time to time, need to process data from job applicants to respond to and defend against legal claims.

## Disclosure of your information

World Cancer Research Fund may transfer your data outside of the European Economic Area. However, your data will be protected as well as it would be in the EEA. Internally we will protect your data through internal controls and policies to ensure that your data is not

lost, accidentally destroyed, misused, and is not accessed by our employees except in the proper performance of their duties.

## **Data retention**

We will retain your personal data for a period of 1 year after we have communicated to you our decision about whether to appoint you to the role. We retain the information for that period so that we can show, in the event of a legal claim that we have not discriminated against candidates on prohibited grounds that we have conducted the recruitment process in a fair and transparent way. After this period, we will securely destroy your personal data in accordance with the applicable laws and regulations

If your application is unsuccessful, we may keep your personal data on file for any suitable employment opportunities. We will seek your consent before we do so and you are free to withdraw your consent at any time by notifying us in writing.

## **What if you do not provide personal data**

You are under no statutory or contractual obligation to provide your data to us. If you elect not to do so however, we will not be able to process your application properly, if at all.

## **Automated decision-making**

Our recruitment process is not based on automated decision making and as such you will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

## **Data protection legislation (your rights)**

As a data subject, you have a number of rights including:

- Access to your data on request
- Require us to stop processing your data on demand
- Requires us to delete your data on demand
- To change any incorrect or incomplete data we hold on you
- Request the transfer of your personal data to another party

If you would like to exercise any of these rights or have any queries with the privacy notice, please contact: The Director of HR & London Operations, World Cancer Research Fund, 140 Pentonville Road, London N1 9FW.