Head of Data
Job description

Together we are help and hope for everyone living with dementia

Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

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 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 of Digital & Data.
You will be a Member of our Technology Leadership team.
You will be a part of our Technology directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

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 living with dementia and their carers.

The Head of Data is the Society-wide champion that will put in place the culture, skills, processes and systems to enable the use of high-quality data that is relevant, timely and provides actionable insight to support the strategic vision for the Society. You will own the overall Data Strategy for the Society, defining a future vision for data capabilities and a multi-year plan for delivering this, including quick wins and longer-term initiatives.

You will provide thought-leadership in data and innovative new approaches to improve the end-to-end use and understanding of data across all aspects of the Society. You will be passionate, clear, creative, and able to influence decision makers to support the Society to become a data and evidence-driven organisation. You will lead on the application of data ethics, including within the use of artificial intelligence tools, and you will define the standards and practices for our data specialists to work with.

You will lead the Data team, providing direction and setting short, medium and long term goals. You will ensure that the skills, processes, and platforms are fit for the future, and that team members are set up with the conditions to succeed. You will provide technical leadership, including to data specialists outside of the department, and ensure that staff are provisioned with the right tools to work with data in a consistent and efficient way. You will design and implement a programme of upskilling in data literacy for staff and volunteers across the Society.

You will be responsible for the day-to-day management of operational processes, ensuring data quality, consistency and completeness. You will manage and develop a core team of data specialists to support all aspects of the Society from Fundraising, Campaigning to Operations. Your team will coordinate activities with data specialists in other parts of the organisation, to ensure common practices and standards.

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:

- In consultation with stakeholders across the Society and considering external factors and advancements in technology, develop and implement a data strategy that aligns with the overall strategic 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 Artificial Intelligence (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, architects, stewards, solutions analysts, and other data professionals, fostering a collaborative and high-performing environment.
- Line management of the core Data Management function and matrix-management/coordination of Directorate-based data resources.
- Build and maintain a diverse, inclusive, and equitable data team.
- Ensure that the team's skills and capabilities evolve in line with the current and future needs of the Society, and that they have the necessary resources to achieve their current and future 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 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)
Extensive technical experience in data-specific disciplines including engineering, analysis, science and processing.	A
Excellent leadership and team management skills, with the ability to set a clear direction and to support and develop others to do their best work.	I
Strong understanding of open-source tools and approaches, including the application of these to internal projects and external partnerships.	I
Strong understanding of advancements in artificial intelligence, including strategic implications and considerations for data.	I
Demonstrable ability to develop and implement comprehensive data strategies aligned with organisational objectives, skills requirements, culture, and values.	I
Demonstrable ability to translate organisational goals into actionable data initiatives and improvements.	I
Proficiency in statistical analysis, quantitative methods, and Business Intelligence development utilising Microsoft technologies (e.g., SSIS, SSRS, Excel, and Power BI).	A

Excellent communication and stakeholder management abilities; experienced in collaborating with diverse stakeholder groups to achieve organisational objectives.	I
Direct experience in database design and development using SQL Server.	I
Broad understanding and appreciation of diverse data analysis and aggregation tools, including dashboard/visualisation platforms.	I
Knowledge of "Big Data" processing technologies and languages (e.g., Python, R, Hadoop, Spark, Kafka, Talend, Azure Cognitive Services).	A
Experience of data warehousing concepts and technologies and of cloud platforms such as AWS, Azure, and Google Cloud.	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
Strong budget management and resource allocation skills, including working with external suppliers to achieve the best commercial value.	A

Competencies & Personal Attributes	Application (A) or Interview (I)
A champion for diversity, inclusion, equity, and belonging 'EDIB' in all aspects of their work. Experience of embedding these values in everything we do.	I
Excellent leadership skills, with the ability to lead the teams through periods of change and ambiguity with compassion.	I
Excellent interpersonal skills, with the ability to build trust and credibility internally and externally.	I
A team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
A self-starter and incredibly motivated. Excellent organisational and timekeeping skills.	A/I
Detail-oriented and rigorous in approach, with a methodical problem-solving mindset.	A/I
Non-judgemental communication.	A/I

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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