

Job description

Job title:	Head of Data and Insight
Location:	Head Office, London, SE1 (with flexibility for homeworking)
Department:	Finance and Resources
Reporting to:	Chief Operating Officer
Responsible for:	Impact Manager and Data Integration and Automation Officer
Salary:	£54,000 – 60,000
Contract:	Full-time, permanent, 35 hrs per week occasional evening and weekend work may be required
Key Working Relationships:	Chief Executive Officer Chief Operating Officer Directors and Heads of Department Senior Leadership Team Board and Committee members (as required) Fundraising Operations Team Research, Policy and Services Teams External systems suppliers and consultants Data and technology partners

About us:

Muscular Dystrophy UK is a charity that connects a community of more than 110,000 people living with one of over 60 muscle wasting conditions, and all the people around them. So, everyone can get the healthcare, support and treatments needed to feel good, mentally and physically.

This is an exciting time to join Muscular Dystrophy UK. We recently launched our new [10-year strategy](#) to transform the lives of people living with muscle wasting conditions. Our vision is clear, a world without limits for people with muscle wasting conditions, and we won't stop until we achieve it.

Main purpose of role:

The Head of Data & Insight is responsible for leading the development and delivery of Muscular Dystrophy UK's data, reporting and insight capabilities.

The role exists to ensure data is treated as a valuable organisational asset that enables evidence-based decision making, improves organisational performance and supports delivery of the charity's strategic objectives.

The postholder will develop and deliver the organisation's Data & Insight Strategy, maintain effective data governance arrangements, oversee organisational reporting and performance insight, and support the development of automation and AI capabilities. The role will champion a culture of data-informed decision making and continuous improvement across the organisation.

Main tasks and responsibilities:

Strategic Leadership

- Develop and deliver the organisation's Data & Insight Strategy, ensuring alignment with organisational priorities and objectives.
- Develop and maintain the roadmap for data, insight, reporting, automation and analytical capabilities.
- Act as the organisation's lead specialist for data, insight and business intelligence, providing advice and guidance to senior leaders.
- Champion a culture of clear data ownership, evidence-based decision making and continuous improvement.

- Identify and recommend emerging technologies, analytical approaches and opportunities that enhance organisational effectiveness.

Data Governance & Compliance

- Lead the organisation's data governance framework, establishing clear ownership, accountability, standards and controls.
- Ensure compliance with GDPR and other relevant legislation, regulations and best practice.
- Oversee data quality management, including standards, metrics, monitoring and continuous improvement.
- Maintain organisational data definitions, documentation and information management policies.
- Provide regular reporting and updates to the Executive Team and relevant Board committees on data governance, quality and compliance.

Insight, Performance & Reporting

- Lead the development and continuous improvement of organisational reporting frameworks, dashboards and performance measures.
- Ensure timely, accurate and meaningful insight is available to support strategic and operational decision making.
- Oversee Board, committee and management reporting, ensuring consistency, accuracy and relevance.
- Support organisational performance and impact measurement through analysis, forecasting and evaluation.

Data Architecture, Systems & Integration

- Provide oversight of organisational data systems, reporting platforms and data integrations.
- Lead the development roadmap for Dynamics, Microsoft Fabric and related platforms in partnership with system owners, stakeholders and suppliers.
- Ensure systems are effective, scalable and aligned with organisational requirements.
- Support the integration of data across systems and functions to improve organisational reporting and insight.
- Manage relationships with suppliers and technology partners to maximize value and performance.

Automation & Artificial Intelligence

- Identify and support the implementation of automation and AI opportunities that improve organisational efficiency and effectiveness.
- Contributes to the development of organisational approaches, policies and controls relating to AI and emerging technologies.
- Support teams in the adoption of new technologies and data-driven ways of working.

Organisational Partnership

- Build effective relationships across all departments to understand information, reporting and analytical needs.
- Support leaders in interpreting data and using insight to improve performance and decision making and data ownership across the charity.
- Support cross-organisational data and insight projects that improve organisational performance and decision making.
- Promote data literacy and capability through coaching, guidance and training.

Leadership & Resource Management

- Lead, develop and support the Data & Insight Team, fostering a culture of collaboration, learning and continuous improvement.
- Set objectives, manage performance and support professional development.
- Manage budgets, suppliers and technology investments associated with the Data & Insight function, ensuring value for money.
- Contribute to business cases and investment decisions relating to data, insight and reporting capabilities.
- General Responsibilities
- Act in accordance with the charity's values, behaviours and policies.
- Maintain appropriate standards of confidentiality, information security and risk management.
- Contribute to organisational change and continuous improvement initiatives.
- Undertake any other duties reasonably required by the Chief Operating Officer or Chief Executive.

Other responsibilities:

- To ensure that all actions comply with the Data Protection Act.
- To represent the charity externally if required and to undertake other such tasks as required by the line manager.
- Occasional evening and weekend work as required.

Values and behaviors

- A positive attitude and approach that reflect the charity's values.
- To seek opportunities to contribute to the development of the charity.
- A commitment to and an understanding of disability issues, equality, diversity and inclusion.
- To always demonstrate role model behavior.

Person Specification

Knowledge and Experience	Essential/Desirable
Significant experience leading data, insight, business intelligence or analytics functions.	Essential
Experience developing and implementing data strategies and governance frameworks.	Essential
Experience producing and presenting insight and performance information to senior leaders.	Essential
Experience managing organisational reporting, performance frameworks and KPIs.	Essential
Good understanding of data architecture, integration and business intelligence solutions.	Essential
Strong understanding of GDPR and data governance principles.	Essential
Experience working with CRM, reporting and business intelligence platforms.	Essential
Experience with Microsoft Dynamics, Power BI and Power Platform.	Essential
Significant experience leading data, insight, business intelligence or analytics functions.	Essential
Experience developing and implementing data strategies and governance frameworks.	Essential
Experience producing and presenting insight and performance information to senior leaders.	Essential
Experience managing organisational reporting, performance frameworks and KPIs.	Essential

Experience within the charity, public or healthcare sectors.	Desirable
Experience implementing automation and AI solutions.	Desirable
Knowledge of impact measurement and evaluation methodologies.	Desirable
Experience leading change and service improvement initiatives.	Desirable
Experience managing and developing high-performing teams.	Desirable
Experience of Microsoft Fabric	Desirable
Skills and Competencies	
Strategic thinking and planning.	
Strong analytical and problem-solving skills.	
Ability to translate complex information into clear and actionable insight.	
Strong stakeholder management and influencing skills.	
Excellent communication and presentation skills.	
Effective leadership and people management capability.	
Commercial awareness and sound judgement.	
Ability to balance strategic priorities with operational delivery.	
Values and Behaviours	
Commitment to Muscular Dystrophy UK's mission and values.	
Collaborative and inclusive approach.	
Innovative and continuously improving mindset.	
High levels of personal integrity and accountability.	
Commitment to equality, diversity and inclusion.	
Commitment to using insight and evidence to improve outcomes for people living with muscle wasting and weakening conditions.	