

Sheffield  
Hospitals  
Charity

# **Data and Insights Officer**

## **Job Description**

March 2026

# Hello you!

I'm Greg, Director of Fundraising at Sheffield Hospitals Charity.

Our new Data & Insights Officer position at Sheffield Hospitals Charity is a rare and exciting opportunity. You will play a vital role in ensuring our data is accurate, well-managed, and used effectively to support decision-making across the organisation. Working closely with colleagues in Fundraising, Brand & Communications, and Grant Making, you'll help embed consistent data processes and improve confidence in using information day-to-day. If you're organised, analytical, and enjoy working collaboratively, join us! We'll give you the space to grow and the chance to make a genuine difference to patients, families, and staff across Sheffield's hospitals.

We are an ambitious charity already making a significant impact across our NHS Trusts: supporting patients and staff, and funding vital research, innovation and equipment. We are also making our mark in shaping a healthier Sheffield, tackling health inequalities across the city.

We aren't afraid to do things differently. I know lots of organisations say that, but at Sheffield Hospitals Charity being boring simply isn't in our DNA. We are driven by the belief that in the years ahead, our impact can and must reach further and go deeper than ever before.



To achieve that, we're in an exciting period of growth. We are carefully investing in our fundraising and communications capacity, and strengthening the systems that underpin everything we do. It's a time of energy, ambition and opportunity.

I've worked in fundraising across multiple channels for the past 15 years. I do it because I care deeply about the difference it makes to the people we support. But I also do it because I love this profession. You'd be hard pressed to find an industry filled with more dedicated, creative and inspiring people. It's a compassionate space to work in, with unparalleled opportunities for growth. And no two days are ever the same.

We're looking for the most talented fundraisers we can find to help power this next chapter. And when we say "talented", we don't only mean the most experienced. We mean people who bring the right attitude, the right skills, and a genuine alignment with our values: we're the best together, we go the extra mile, and we look to the future.

If you join our team, you'll be pushed as much as you're supported, challenged as much as you're encouraged. In return, you'll have the chance to do something genuinely remarkable ... for our hospitals, for our city, and for yourself.

## Greg van Heeswijk, **Director of Fundraising**



# We are Sheffield Hospitals Charity

We help Sheffield's hospitals, community teams, mental health and specialist services to cover costs their NHS budgets can't. We fund support for patients and staff, life-changing research and more, so that we can enhance care **from birth to the end of life and everything in between.**

We provide additional funding to **Sheffield Teaching Hospitals NHS Foundation Trust** and **Sheffield Health Partnership University NHS Foundation Trust** who support people at every stage on life's journey.

From welcoming babies into the world on the **Jessop Wing**, supporting cancer care at **Weston Park**, specialist care at the **Royal Hallamshire, Charles Clifford** and the **Northern General**, to improving the mental, physical and social wellbeing of people in our communities.

**Somewhere along the line, our funding is likely to have helped you or someone you love.**

As well as funding provisions for patients, our grants also contribute to training, equipment and wellbeing projects for NHS professionals.

**By looking after the staff and services at the centre of patient care, we're making sure they're ready to look after you.**

The work we fund is only possible through generous donations, fundraising events, corporate support and a coming together of our community. With your help, we'll make sure that the care you and your loved ones receive is the best it can be.

Further information:

[Sheffield Hospitals Charity Strategy 2024-27](#) and [Impact Report 2024/25](#).

## Our **vision**

Every person cared for and working in our hospitals, community and social care services is treated with compassion and has access to the best equipment and treatments in the best environments.

## Our **mission**

We help Sheffield's hospitals, community teams and health and social care services to cover the costs that the NHS can't. By funding support for patients and staff, life-changing research and more, we enhance care from birth to the end of life and everything in between.

## Our **values and behaviours**



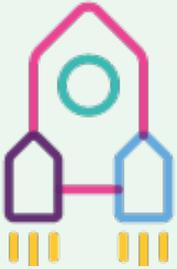
### **We're the best together**

We work collaboratively with our beneficiary Trusts and other organisations to have the greatest impact for the people of Sheffield. We help our supporters and volunteers to give back to the NHS in ways that suit them. We employ talented people and encourage each other to be the best we can be.

### **Expected behaviours:**

- I seek input from my colleagues and take advice from others to deliver the best I can
- I proactively seek out opportunities to collaborate with others so that we can achieve more for our NHS
- I look after and look out for my colleagues; lending a hand and lifting them up

## We go the extra mile



Whether you're a patient, NHS staff, supporter or employee, we strive to make people feel uplifted. Our funding is always above and beyond what the NHS can provide, and we ask, 'How can we fund the best outcomes in this area?'. We go the extra mile for each other, our beneficiaries and our supporters, and ask, 'How can we help?'. As a team, we celebrate our successes and work hard to improve and innovate.

### Expected behaviours:

- I am audience-led, in line with the needs of the charity, giving people the best experience of working with Sheffield Hospitals Charity
- I am proactive and solutions-focused, bringing proposals and solutions to the table
- When I can't help to deliver a task or solve a problem, I aim to find someone who can

## We look to the future



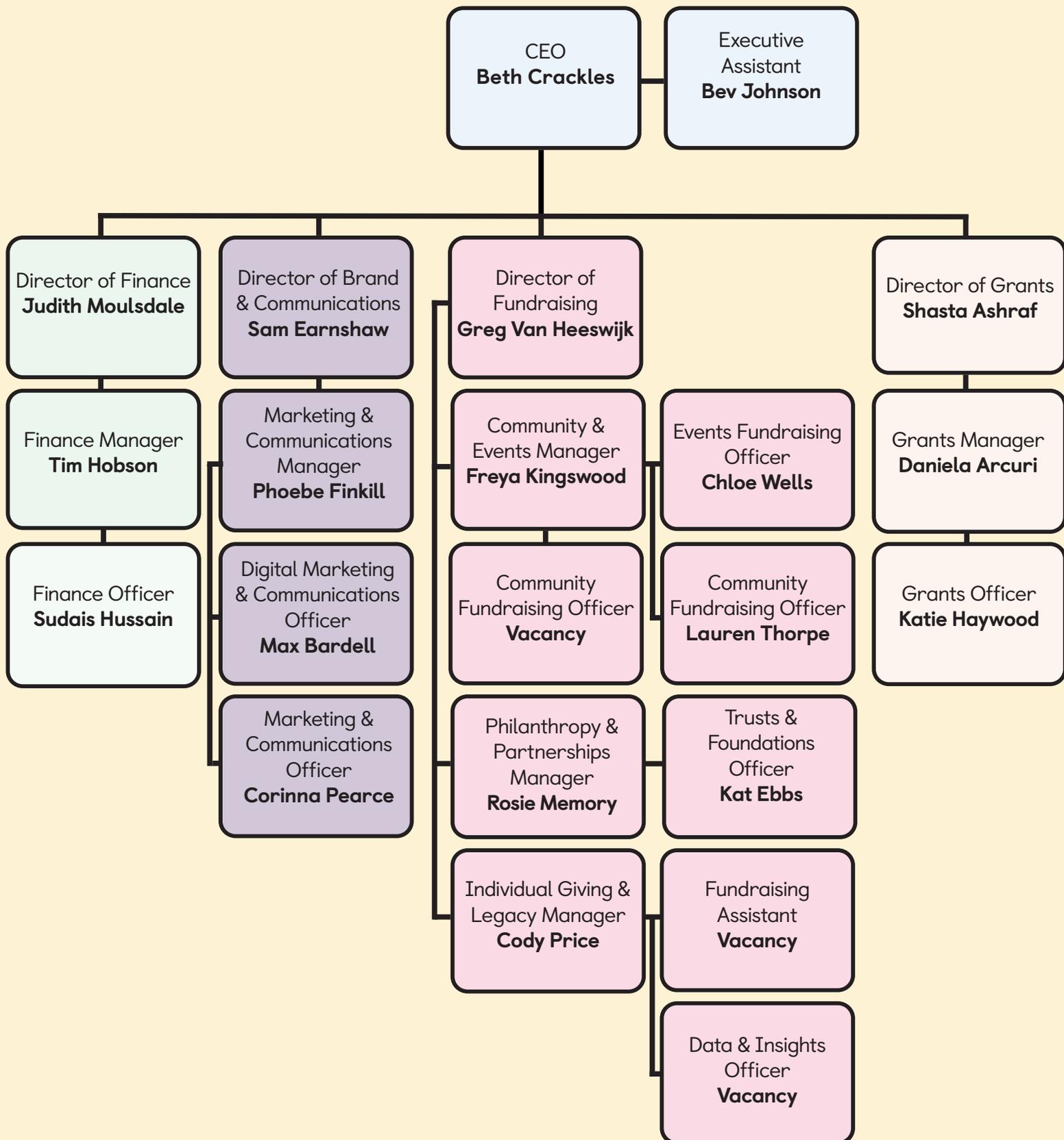
We help build a brighter future for the NHS in Sheffield. When funding, we ask, 'How will this help our Trusts now and in the future?'. As a charity, we aim to be financially and environmentally sustainable. When investing in our charity, we ask, 'Does this help build a sustainable organisation and a happy, productive team?'.

### Expected behaviours:

- I consider what is best for the charity, not just my area, and I think about the short, medium and long-term when making decisions
- I make time for learning as an individual and with my team, and take learning into future projects
- I am ambitious for the charity and bring new ideas and ways of working to help us be better



# Our structure



# Job description

## Data & Insights Officer

**Position:** Data & Insights Officer

**Responsible to:** Individual Giving & Legacies Manager

**Hours:** 0.8 – 1.0 FTE – 30-37.5 hours per week.

We are happy to discuss Flexible working arrangements within business hours.

**Location:** Leah's Yard, Sheffield

**Salary:** £27,000-£32,000

### Job Purpose

As Data & Insights Officer, you will play a vital role in ensuring Sheffield Hospitals Charity's data is accurate, well managed, and used effectively to support decision making across the organisation. You will provide trusted insight, high quality reporting, and CRM support that helps teams understand their performance, improve their work, and maximise impact for Sheffield's NHS.

This is a varied, hands-on role with cross-organisational responsibility for our CRM system, Beacon. You will provide system administration and ensure supporter data is well structured and fit for analysis. Working closely with colleagues across Fundraising, Brand and Communications and Grant Making teams you will help embed consistent data processes and improve confidence in using information day to day.

You will play a central role in supporting strong data governance, compliance, and continuous organisational learning. Joining a supportive and collaborative team, you will have the opportunity to shape how data and insight is used across the charity, develop systems from the ground up, and make a meaningful difference to the way we support patients, staff, and services across Sheffield's NHS.

# Key Responsibilities

## Insight and Reporting

- Lead on the development and delivery of accurate and meaningful reporting.
- Design and maintain dashboards, performance reports, and visualisations that support strategic and operational decision making.
- Translate complex datasets into clear, accessible insight, highlighting trends, risks, KPIs and opportunities for improvement.
- Develop and maintain supporter and stakeholder segmentation to enable targeted communications, fundraising, and engagement strategies.
- Work with Fundraising team to translate segmentation and audience insight into practical recommendations for campaigns and supporter care.
- Analyse trends and behaviours within supporter segments to assess past campaign performance, engagement levels and opportunities, improve the supporter experience, and deepen understanding of donor motivations to give.
- Work with Individual Giving and Legacies manager to make recommendations for changes in timings, channels, and segmentation.
- Work with Individual Giving and Legacies manager to map supporter journeys and drop-off points, recommending improvements to user/donor experience.

## Governance and Compliance

- Support the organisation's data governance framework, ensuring clear ownership, accountability, and appropriate controls.
- Contribute to data protection and information governance activity, including GDPR compliance, data audits, and risk management.
- Ensure data practices align with regulatory requirements and sector best practice.

## **Organisational Learning and Data Culture**

- Promote data literacy across the organisation, helping colleagues build confidence in using data effectively.
- Develop guidance and training to support consistent and appropriate use of data.
- Champion a culture of learning and continuous improvement through effective use of insight.
- Work collaboratively across teams to embed good data practice into everyday work.

## **Supporter Data and CRM Administration**

- Hold cross-organisational responsibility for Beacon as the charity's CRM system.
- Act as system administrator, managing user access, permissions, user-friendly configuration, and system settings.
- Ensure supporter data within Beacon is accurate and structured to support effective analysis and reporting.
- Deliver processing elements of supporter care, including data entry, data cleansing, and processing supporter information.
- Support colleagues to use Beacon effectively, providing guidance and training as required.
- Maintain up-to-date Gift Aid declarations and liaise with the finance team to support claims.
- Build dashboards on Beacon and work with stakeholders to improve system functionality, integrations, and workflows.

# Person Specification

## Essential:

- One year or more experience in a role working with data, reporting, and insight in a professional setting.
- Proven ability to analyse and interpret complex datasets and present findings to non-technical audiences.
- Experience developing reports and dashboards using tools such as Excel, Power BI, Looker Studio, or similar.
- Strong understanding of data quality, data governance, and information management principles.
- Knowledge of data protection requirements (e.g. GDPR) and experience supporting compliant data practices.
- Highly organised and methodical, with excellent attention to detail.
- Confident working across multiple systems.
- Experience using segmentation to inform fundraising or marketing strategies.
- Strong communication skills and the ability to work collaboratively with colleagues at all levels.

## Desirable:

- Experience working in the charity sector.
- Experience designing or improving data processes and systems from scratch.
- Familiarity with CRM or fundraising databases.
- Experience working with SQL to extract, manipulate and analyse data.



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## Why **Join Us?**

This is a fantastic opportunity to contribute to a cause that makes a meaningful **impact** on people's lives. You'll join a **supportive, passionate team** where your contributions will be **valued** and where you'll be **encouraged to grow professionally**. Whether you're building a career in fundraising or administration, this role offers both challenge and reward in equal measure.



# Employee **benefits**

We want all our team at Sheffield Hospitals Charity to be passionate, professional, friendly, and inclusive. We care about what we do to support our NHS and the work we do together. Sheffield Hospitals Charity benefits include:

## **Sheffield Hospitals Charity benefits include:**

- 25 days annual leave (plus Bank Holidays)
- 3 days additional leave covering office closure over the Christmas period
- 6% pension contribution
- Westfield Health Cover
- NHS Blue Light Discount Card
- Death in service cover
- Enhanced leave policies (including sickness, maternity, paternity, adoption)
- Hybrid working and TOIL policies
- Excellent training and development opportunities
- Open plan offices at Leah's Yard in the Heart of the City

We reserve the right to close this vacancy early if we receive sufficient applications. We encourage interested candidates to apply as soon as possible.

[www.sheffieldhospitalscharity.org.uk](http://www.sheffieldhospitalscharity.org.uk)



# How to apply

Please send a CV and covering letter describing how you meet the job description and person specification to [hrshc@shct.nhs.uk](mailto:hrshc@shct.nhs.uk).

Please keep your CV and cover letter to no more than two pages each.

Sheffield Hospitals Charity is dedicated to providing an inclusive working environment that encourages diversity and equal opportunities for all. We are committed to supporting a team that is representative of a variety of backgrounds, perspectives and skills. We will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourage applications from these candidates. If you need any reasonable adjustments, please contact us at [hrshc@shct.nhs.uk](mailto:hrshc@shct.nhs.uk).

We guarantee to offer an interview to those with a disability who meet the minimum criteria.

**Closing date:** midnight, 29th March 2026

**Interviews will take place on:**

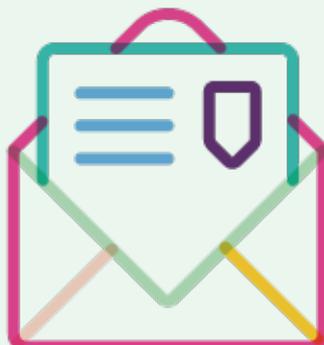
First round 15th April 2026

Second round 21st April 2026

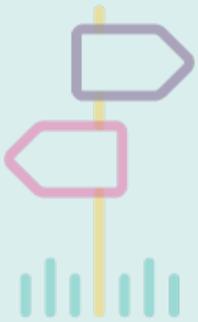
If you are unavailable for either of the above interview days, please clearly state your nearest possible availability in your email.

We reserve the right to close this vacancy early if we receive sufficient applications. We encourage interested candidates to apply as soon as possible.

Applicants must have the right to work in the UK. Unfortunately, we do not hold a sponsorship license and therefore we are unable to offer visa sponsorship for this Role.



## Where to **find us**



Sheffield Hospitals Charity,  
Leah's Yard,  
20 Cambridge Street  
Sheffield  
S1 4HP



[www.sheffieldhospitalscharity.org.uk](http://www.sheffieldhospitalscharity.org.uk)



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