

Data & Reporting Manager

Job Level	Level 4	Kornferry Function	DA15
Directorate	Social Enterprises	Function/Service	Retail
Direct Reports	0	Indirect Reports	0
Line Manager Title	Innovation & Insight Manager	Budgetary Responsibility	0

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	This role is integral to how Retail uses data to drive forward business decisions and changes. Whilst the technical is important, such as maintaining Power BI dashboards and using SQL (Structured Query Language) to clean, extract and analyse vast datasets, this role needs someone who can continue to embed data in our day-to-day practices through strong communication and collaboration with colleagues from senior leadership and our customer facing teams alike.
Key Responsibilities <i>Under maximum of 4 headings with a maximum of 6 bullets per heading</i>	Data Strategy, Governance and Quality - Ensure accurate, timely and trusted data is available to support decision-making across Retail and the wider organisation - Lead the development and continuous improvement of data collection, validation and reporting standards - Maintain high levels of data quality and integrity across key performance metrics, identifying and resolving issues proactively - Oversee the effective management of Retail data platforms and reporting products to ensure reliability and scalability - Evaluate and improve data processes and systems to reduce duplication and increase efficiency through automation Insight, Reporting and Data Products - Deliver clear, actionable insights that support operational and strategic decision-making across Retail - Design and maintain intuitive, self-service reporting products that enable users to access and interpret performance data independently - Ensure reporting outputs are aligned to business priorities and provide meaningful, outcome-focused measures - Translate complex data into accessible insights tailored to a range of audiences - Support continuous improvement of reporting capabilities to enhance value and usability Stakeholder Engagement and Collaboration

	• Build strong relationships with Retail and organisational stakeholders to understand data needs and priorities • Communicate insights and recommendations clearly to support informed decision-making • Work collaboratively with central data teams to align Retail data with organisational standards and systems • Gather and act on user feedback to improve data products, tools and processes • Manage incoming data requests, ensuring clear prioritisation and visibility of progress Technical Delivery and Continuous Improvement • Develop and maintain data pipelines and processes to ensure efficient and reliable data flow across systems • Use appropriate tools and technologies to extract, transform and prepare data for analysis and reporting • Identify and implement opportunities to automate manual processes and improve efficiency • Ensure issues affecting data or reporting are identified, communicated and resolved in a timely manner • Contribute to a culture of continuous improvement, innovation and best practice in data and analytics The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.
Know-how <i>From your overall 'Know-how' description, please indicate clearly which are 'Essential Criteria' (no more than 6) and which are 'Desirable Criteria' (no more than 3) – these will then be used in recruitment (for advertising and shortlisting purposes)</i>	Essential Criteria • Strong experience delivering insight through business intelligence tools, including designing user-focused reporting solutions • Advanced ability to analyse, cleanse and prepare large datasets for reporting and decision-making • Proficient in writing complex Structured Query Language (SQL) queries to transform and manage data • Experience developing and managing self-service data products that enable end users to access and interpret data independently • Proven ability to communicate complex data clearly to a wide range of stakeholders and influence decision-making • Experience managing or contributing to projects, including prioritising work and delivering outcomes to agreed timelines Desirable Criteria • Experience using Python or similar tools to support data automation, analysis or integration • Understanding of data protection legislation and its application in a data environment • Experience working with cloud-based data platforms or modern data architectures
Additional Requirements	Additional Requirements • Occasional travel to other sites or locations as required (typically monthly or less) • Flexibility to support key Retail activity periods where required

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None

PVG- Scotland	Adult/ Child/ Adult & Child/ None	
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None	
Driver Check	Yes/No	
<u>International Roles Only</u>		
International Police Check	Yes/No	
International Driving Licence for manual cars	Yes/No	

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.