

**Directorate**  
Engagement

**Team**  
Data Team

**Reporting manager**  
Technical & systems lead

## Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However, you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

## Overview of the directorate

The Engagement directorate has responsibility for growing awareness, understanding, trust and engagement with Breast Cancer Now, to inspire people to get support and give support. It is responsible for the £47m annually we raise today and for the growth to £69m we want to raise annually by 2029/30, including a further £50m from a major Campaign.

From partners, to philanthropists, from people who give individually, through events or through their community, we create engaging and effective routes and communications for our key audiences to give their time, money and voice.

The directorate puts relationships at its heart, using data and insight to shape and drive brilliant relationships and experiences, ensuring people who support Breast Cancer Now – in whichever way they support, or are supported – feel connected, and inspired to give their time, money and voice to make change for people affected by breast cancer now and for the future.

In the 2025-30 strategic period, the directorate will play a critical role in supporting the organisation to deliver the impact we need and want to have for people affected by breast cancer.

To do this we will:

- Raise awareness of Breast Cancer Now through aligning our paid brand marketing, and our owned, shared, and earned channels to amplify our brand and to shout louder with one voice. We will use creative and innovative routes to do this. Our fundraising will provide a key route to grow awareness, through our products, events and through our supporters in the community who advocate and champion Breast Cancer Now.
- Develop and deliver brilliant fundraising products, events, campaigns that reach and inspire our key audiences to engage and to continue to engage. We will launch a major Campaign to raise £50m to accelerate our progress to 2050 through focusing on the challenge of dormancy and secondary breast cancer. We will use this as a route to create philanthropic and partnership fundraising as a long term, sustainable income stream for the future.
- Lead the development of our digital ecosystem, aligning our platforms and products behind our brand and developing our support offer, and engagement opportunities, to reach more people in ways that meet their needs in an accessible way. We will support the organisational learning, understanding and confidence in digital routes, channels and new technology to deliver our strategy.
- Nurture great relationships with partners and suppliers to create aligned priorities, shared purpose and targets to deliver our best work for people affected by breast cancer. Through being curious about the external environment and prioritising learning, we will develop, evolve and innovate to support our growth now and for the future.
- Grow and develop our teams, collaborating, challenging and inspiring each other to develop an inclusive, safe and high performing team.

#### The four new director roles and teams

The Engagement directorate, will be led by the Chief of Engagement with a leadership team of 4 directors of the following areas:

- Brand, marketing & communications
- Public fundraising & marketing
- High value partnerships and Campaign
- Digital & Data

## Job purpose

- This role is pivotal in leveraging the value of our CRM solution across the organisation. At its core the role is the integration of internal and external systems and their data via the appropriate technology in an automated way that has a low BAU overhead
- To deliver technical-based projects primarily using Sql and c# for new data integration feeds, fundraising platforms, and vendors, along with the support and maintenance of existing solutions
- To provide technical support and development for our data infrastructure. This includes managing how different systems and tools fit together or can integrate

## Key tasks and duties

### Communication and relationships

- Partner with the digital & data and IT teams, as well as cross-functional teams across Breast Cancer Now and external agencies and vendors, to deliver solutions that align with and advance the organisation's strategic objectives
- Collaborate with the technical & systems lead to understand stakeholder requirements, motivations, and success criteria - ensuring these are articulated in stakeholder-friendly language and presented in a format that is clear, relevant, and easily digestible
- Robustly document code, solutions, and processes and contribute to coding standards
- Build effective relationships based on trust, competency, and shared goals
- Utilise our service desk and DevOps systems to record and share the current state of work

### Technical

- Work with the technical & systems lead to design, build, test, and operate data and integration centric solutions that deliver lasting benefits with a low BAU overhead
- Design and maintain sql databases in conjunction with the technical & systems lead that adhere to the charity's technical guidelines
- Work with the imports manager and technical & systems lead to help on board new vendors that require data imports or exports by helping to design solutions that will meet the business needs
- Work with the technical and systems lead to deploy patches to our COTS and bespoke solutions
- In conjunction with the technical & systems lead design, build, test, and deploy customisations to our CRM system
- Work with the technical & systems lead to review the overall data infrastructure to identify and deliver technical and process improvements
- Make use of sql to undertake ad-hoc analysis to achieve short-term objectives
- Work effectively with vendors and other teams to resolve issues & challenges with data and integrations

**General**

- To be an effective member of the team, presenting a positive impression of the team and Breast Cancer Now
- To work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected
- Adhere to all Breast Cancer Now's policies and procedures
- Any other duties within the scope and remit of the role, as agreed with your manager

# Person specification

## Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Demonstratable experience of using Sql Server	X	X
Experience of using json in c# and sql	X	X
Demonstratable experience of using c# with WinForms, Blazor wasm, razor pages, or asp.net with a database first approach to delivering user focused solutions	X	X
Experience of Visual Studio 2019+ or greater	X	
Experience of using a structured approach to understanding problems and delivering technical solutions		X
Experience of building api clients in c# for use with internal applications or external integration scenarios	X	X
Experience of writing enough technical documentation that delivers value in the medium & long term	X	X
Experience of working on both BAU and projects	X	X
Experience of leveraging Gen AI to increase productivity	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of technically integrating with third party solutions via APIs and data files	X	X
Experience of producing documentation for requirements and solutions that is consumable by technical and non-technical people		X
Experience of building SSIS solutions to orchestrate activities in an automated manner via sql agent jobs	X	X
Experience of using Raisers Edge or Blackbaud CRM		X
Experience of building API servers in c#	X	X
Exposure to GitHub and GitHub Co-pilot		X
Exposure to Microsoft Azure		X
Exposure to RedShift		X
Experience of Sql Server Enterprise 2016 or greater		X
Experience of working in the charity sector		X

## Skills and attributes

It's essential for you to have the following:

	Method of assessment	
	Shortlist	Interview
Broad Sql Server skills in terms of database design, t-sql, complex sprocs, udfs, and views	X	X
Building solutions of multiple project types in visual studio with dot net 5+ in c#	X	X
Adapting the solution and technology to each project rather than being wedded to the same approach or technology	X	X
Ability to adapt to standards and provide feedback on how to iterate them		X
Ability to step back in a conversation to see the other person's perspective		X
Utilise effective feedback as an opportunity to grow and be even more effective		X
Proactive and take the initiative while staying aligned with the team's overall goals and priorities		X
Write up thinking in a concise and well-structured manner and able to communicate ideas and thinking effectively based on the audience		X
Enjoy problem solving by using creative solutions that search & reapply prior experiences into new scenarios	X	X

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Delivering solutions using Blazor Wasm and WinForms in c#	X	X
Building solutions using dot net 8		X
Making use of PowerShell and Python in the relevant scenarios		X
The use of systemic thinking to understand a problem	X	X
Eliciting requirements and constraints for a given problem		X

## Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
An understanding of GDPR & data privacy in terms of how it applies to technical solutions.		X
An understanding of cybersecurity and how it affects solution design and development.		X

An understanding of defensive coding.		X
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It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
An understanding of the aims and objectives of a CRM system		X
An understanding of the concepts and different approaches to system integration		X
An understanding of performance tuning via query and index design in Sql Server		X

# Role information

## Key internal working relationships

You'll work closely with the following:

- Head of data
- Senior manager, CRM business partnering & enablement
- Imports manager
- Wider digital & data department
- Finance
- IT

## Key external working relationships

You'll work closely with the following:

- Agencies and vendors

## General information

<b>Role location and our hybrid working model</b>	<p>This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home.</p> <p>The other days will be primarily based in:</p> <p>6<sup>th</sup> Floor, The Whitechapel Building, 10 Whitechapel Road, London, E1 8QS (Open Monday – Friday)</p>
<b>Induction</b>	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
<b>Hours of work</b>	<p>35 per week, Monday to Friday</p>
<b>Contract type</b>	<p>Permanent</p>
<b>Medical research</b>	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.</p>



<b>Conflict of interests</b>	You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.
<b>Immigration, Asylum and Nationality Act 2006</b>	You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.
<b>Our commitment to equity, diversity and inclusion</b>	We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.

## How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as for example, your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated September 2025

Find out more about us at  
**[breastcancernow.org](https://breastcancernow.org)**

**BREAST  
CANCER  
NOW** The research &  
support charity