

# Teenage Cancer Trust

MARCH 2026



## Associate Director of Data and Digital Transformation Candidate Pack

AQ3545

<b>Job title:</b>	Associate Director of Data and Digital Transformation
<b>Hours:</b>	35 hours per week
<b>Employment type:</b>	Permanent
<b>Team:</b>	Digital, Data and Technology (DDaT)
<b>Location:</b>	Hybrid (average of 1 day per week in London office)
<b>Line Manager:</b>	Chief Operating Officer
<b>Direct Reports:</b>	Head of Technology, Head of Data, Head of Digital Products, CRM Delivery Manager (FTC)

**Accessibility: if you need this document in an alternative format, please contact [hr@teenagecancertrust.org](mailto:hr@teenagecancertrust.org).**

## About this role:

This is a critical transformational leadership role within our senior leadership team. As Associate Director of Data and Digital Transformation, you will shape a vision for Digital, Data and Technology as strategic enablers of impact. You'll work with teams across the charity to shape sustainable services with and for young people with cancer, increase our audience reach, drive sustainable income generation, and demonstrate our impact. You'll shine a light on the value of data, build collective confidence, and connect technology potential to measurable outcomes. You'll influence horizontally, organise great people, and deliver value fast through product ways of working. As a leader, you'll bring energy and influence, maturity of thought, and the ability to design, prioritise, and deliver.

## What you'll be doing:

### *Leadership*

- Influence, champion and drive charity-wide transformation – through culture shift around innovation, product-thinking, and data, as well as through the practical deployment and development of data and technology.
- Define, execute, and iterate DDaT's strategy, aligned to the charity's mission and focussed on delivering its impact goals
- Ensure that our DDaT solutions both deliver and demonstrate excellent value for money, that our spend in DDaT is thoughtful and effective, and that we are continuously driving efficiency within the function.
- Lead the charity's approach to the safe and effective use of AI, internally and within our service design and delivery.
- Build strong, trusted relationships with your team and across the charity, providing visible leadership for DDaT

- Develop the DDaT team so it has the right capabilities and organisation to perform brilliantly, and identify ways to enhance technical skills and knowledge, and management capabilities of individual team members
- Foster a culture of openness, experimentation, and continuous improvement

### *Design and delivery*

- Embed human-centred design principles across and beyond DDaT, ensuring the needs of teenagers and young adults with cancer remain at the core
- Drive the adoption of product thinking – iterative, outcome-focussed and evidence led approaches to delivery
- Dismantle silos and reframe internal and external products and approaches around cohesive user journeys rather than isolated functions
- Build agile ways of working and modern delivery practices within the team, and support the charity to develop these more widely

### *Digital*

- Oversee the development and optimisation of digital platforms, infrastructure and tools
- Lead the vision for joined-up and user-centred digital experience across all touchpoints, including fundraising, supporters, and services
- Ensure digital channels are accessible and inclusive
- Drive continuous optimisation of digital journeys using insight, testing, and iteration
- Align digital engagement strategies with outcomes, not just outputs

### *Data*

- Iterate a robust data strategy to develop the charity's data maturity and improve quality, accessibility, and data governance
- Implement and develop an integrated data architecture and improved data flows across the charity
- Build charity-wide capability in data literacy through tools, leadership and training, enabling teams to make informed, insight-drive decisions
- Enable the work being done to establish clear metrics and impact measurement approaches that link activity to outcomes

## *Technology*

- Manage our relationship and contract with our external technology service provider to ensure that it delivers to our needs and expectations, as well as good value for money
- Ensure that the technology estate works effectively for the charity through scalable, interoperable and resilient platforms
- Lead the platform / application strategy to reduce duplication and fragmentation
- Ensure strong cyber security, compliance, and risk-management practices
- Oversee the launch of the new fundraising CRM (Beacon) and ensure that its capabilities are optimised and that further developments are integrated into the wider DDaT strategies

You may be asked to undertake any other duties that are commensurate with the post as requested by your manager and you must carry out the duties of post in accordance with Teenage Cancer Trust policies and procedures.

## What you'll bring to the team:

### Essential skills and experience

- Strong leadership experience across digital, data or technology in a small, innovative environment.
- Credible technical knowledge and up to date understanding of developments in technology.
- Deep experience of working effectively with other professions and leaders as part of a multi-disciplinary team.
- Experience of service design in a charity, public sector or service delivery organisation.
- Demonstrable experience of developing DDaT teams, and of developing digital and data capabilities across an organisation, ideally in a charity or public-service context.
- A track record of improving data maturity and operational use of data and insight.
- Hands-on delivery experience; comfortable rolling up sleeves and making practical improvements.
- Commercial acumen including experience of contract management.

## Attributes

- A true “people person” who builds trust quickly and collaborates with ease.
- Strategic thinker with confidence to contribute to ‘whole charity’ strategic development – generally, as a member of the SLT, and specifically in relation to how DDaT can activate and accelerate the delivery of outcomes.
- Pragmatic, grounded, solutions-oriented; **not** a “big ideas only” strategist but someone who delivers tangible outcomes.
- Able to work with teams who have had limited digital or data capability and bring them on a development journey.
- Comfortable with ambiguity and able to set direction in an evolving context.
- Strong service orientation and an understanding of user-centred design, and agile ways of working.

## Desirable skills and experience

- Experience in charities, NHS-adjacent environments or youth-focused organisations
- Knowledge of CRM implementations, Beacon or similar charity systems.

## Disclosure and Barring Checks (DBS)

At Teenage Cancer Trust we're committed to delivering a service to teenagers and young adults with cancer that is embedded in safeguarding and safe working practice guidance. This role is subject to a **Basic** list Disclosure and Barring Service check.

# Senior Leadership Team (SLT)

## Executive Team

Interim Chief Executive  
Jules Worrall

Chief Nurse  
Louise Soanes

Co-Director of  
Engagement  
Jeremy Scott

Co-Director of  
Engagement  
Vikki Calcutt

Director of Services  
and Impact  
Amy Harding

Chief Operating  
Officer  
Su McNab

Associate Director –  
Brand, Music and  
Entertainment  
Jeremy Scott

Associate Director –  
Fundraising  
Vikki Calcutt

Associate Director  
of Services  
Stephen Ballard

Associate Director -  
People and Culture  
Sarah Atkins

Associate Director -  
Data, Digital and  
Technology  
*Vacant*

Associate Director –  
Finance and  
Performance  
Jahedur Rahman

Associate Director -  
Strategic Development  
Hannah Roche

# Data, Digital and Technology

Associate Director  
– Data, Digital and  
Technology  
*Vacant*

Head of  
Technology  
Theo Lartey

Technology  
Support Partner  
Julian Louisy

Head of Digital  
Products  
Kevin Reynolds

Delivery Manager –  
Data Projects  
Jess Hall

Head of Data  
Andy Karunanithy

Product Manager  
(Digital)  
Darshna Valand

Product Owner  
(Internal)  
Chris Betteridge

Digital  
Experience  
Manager  
Dave Rowland

Delivery  
Coordinator  
Kara Stuart

Lead Data  
Engineer  
Elaine Swadel

Lead Analyst  
Paddy Gilbert

Digital  
Experience Lead  
*Vacant*

Data Engineer  
Alexandra Marshall

Data &  
Selection Analyst  
Mitali Vankani

Data Engineer  
Tegan Gowing

Data &  
Selection Analyst  
*Vacant*

Support: IT service  
desk

Business Analyst  
*Vacant*

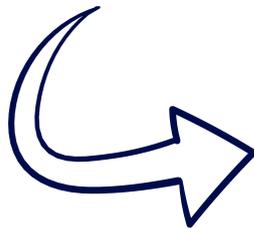
# EMPLOYEE BENEFITS



We're proud of the extensive benefit package that we offer as your employer.

Our focus is on your wellbeing and ensuring that you can take time out when you need, as you strive to provide the best services for the young people we support.

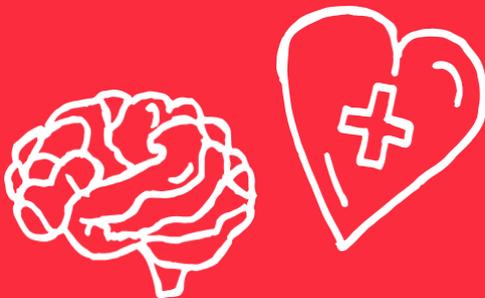
Click on the links below to find out more.



## PENSION AND SALARY



## HEALTH AND WELLBEING



## ANNUAL LEAVE



## OTHER TYPES OF LEAVE



## LIFE ASSURANCE AND INCOME PROTECTION



# PENSION AND SALARY



## Group pension scheme

**Teenage Cancer Trust operates an auto-enrolment pension provided by Aegon for permanent members of staff and NEST for fixed term staff.**

Payments can be made through salary sacrifice, which means savings made on tax and NI will be added to the total contribution. If an employee on a fixed term contract becomes a permanent member of staff, they will have the option to transfer their pension from NEST to Aegon. If eligible you will be automatically enrolled into our pension scheme. Once you join, it means you can count on us to contribute to your pension pot, and you'll also get tax relief on the contributions you make personally. You will contribute 4% of your salary and Teenage Cancer Trust will match this up to 5%. Your pension savings can also be further enhanced through salary sacrifice on either scheme.

## Paying your salary

**We will pay your salary monthly in arrears and aim to do this by the 25th of each month by credit transfer to your chosen bank or building society account.**

This payment will consist of one twelfth of your current annual salary together with any authorised additions and less any statutory or voluntarily agreed deductions. Details of your pay and deductions will be provided to you each month in your electronic payslip.

If you change the bank or building society to which you wish your salary to be paid, please update your bank details on the HR system and the HR officer will update our Payroll Consultant. The need may arise to alter the date on which you get paid, although you will be notified of this change in advance. The contact details for the tax office or revenue commission that holds your details are shown on your electronic payslip.

If you join or leave our employment part way through a month, your salary will be calculated on a pro rata basis.

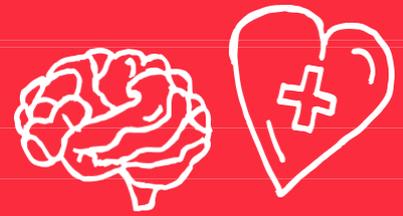
## Salary review

Currently salaries are reviewed annually in April and may be increased at Teenage Cancer Trust's discretion. There is no obligation to award an increase. If an individual is serving a probationary period at the first annual review date, they will not be eligible to be considered for a pay rise until the following year.

A salary review will depend on Teenage Cancer Trust's financial position and its ability to award pay increases. An individual increase awarded will take account of performance and achievement against agreed objectives.



# HEALTH AND WELLBEING



## Health

- **GP Helpline:** free telephone access to a GP whenever you need it
- **Employee Assistance Programme:** a free and confidential telephone service available 24/7 offering professional advice (financial, legal etc) and counselling for you and your family
- **Face-to-face counselling/cognitive behavioural therapy:** access up to six free sessions
- **Foresight Health Cash Plan:** claim money back, up to set limits based on your level of cover, towards the cost of essential healthcare like visiting the dentist or optician. When you join the charity, you are automatically enrolled in Level 1 cover at no cost to you. If you'd like to upgrade your level of cover or add an additional adult to your plan, you may do so during the annual renewal window in August. Further details and instructions will be shared with all staff closer to that time

## Wellbeing

- **Gym discount:** enjoy affordable membership with Westfield Health
- **Cycle to work:** a cost-effective way to buy a bike for commuting and leisure
- **Westfield Rewards:** access to fantastic discounts and offers on a wide range of goods and services
- **Interest-free season ticket loan:** available once you've passed your probation
- **Beneficiary loan:** up to £300 for anyone who regularly travels and incurs expenses as part of their role
- **Long service award:** receive a One4All voucher to celebrate 10, 15 and 25 years working with us
- **End of year closure:** when we can, we offer 3-4 extra paid days off over Christmas for a relaxing or time with family and friends. This is decided year by year.



# ANNUAL LEAVE



## Annual Leave

Here at Teenage Cancer Trust, we want to make sure you have adequate time to manage your personal life, rest and look after your wellbeing.

Our holiday year runs from 1 January to 31 December. Full time employees are entitled to 25 days (175 hours) annual leave, plus public and bank holidays which are usually 8 a year but can change on a yearly basis if there are additional days added.

Holiday entitlement for part time employees will be calculated on a pro rata basis based on their work pattern.

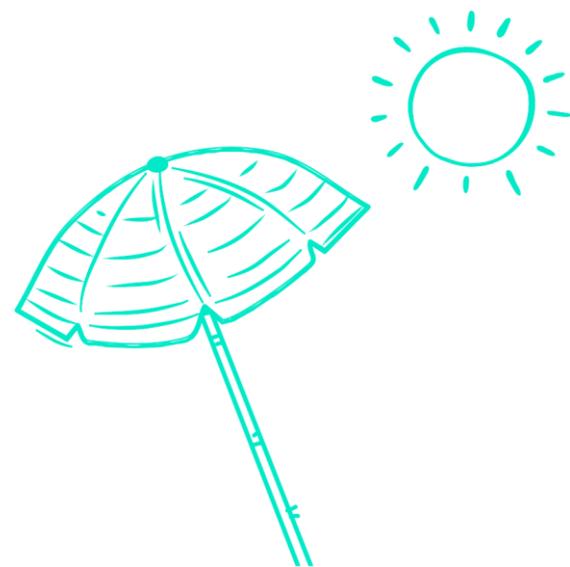
Our annual leave entitlement increases based upon your length of service. These entitlements are pro-rated for part-time employees as above.

- After 2 years – 27 days (189 hours)
- After 3 years – 28 days (196 hours)
- After 4 years – 29 days (203 hours)
- After 5 years – 30 days (210 hours)

## Flexible Bank Holidays

We offer a flexible approach to bank holidays to give employees more control over their leave. This means allowing staff to swap five UK public holidays (except 25th and 26th December and 1st January or any substitute bank holidays for these dates) for more convenient and meaningful days off.

You can find full details on Backstage in our Leave Policy.



# OTHER TYPES OF LEAVE



We offer a range of leave options to enable you to feel supported and able to take time away from work to deal with personal and family matters. When you need time off, please refer to our Leave Policy on Backstage to identify the most appropriate type of leave.

## Maternity, Paternity, Parental Leave and Adoption Leave

We also have enhanced maternity, paternity and adoption leave benefits. You can find full details on Backstage in our Becoming a parent: a guide to leave and pay document.

## Compassionate Leave

If you lose someone close to you who you consider immediate family, you will be able to take up to four weeks (a week is the same number of days you normally work in a week) paid leave. If you lose someone outside of your immediate family, upto three days (21 hours if you work full time, if you work part time this is three times the number of hours you work on a day) paid leave. If a member of your household – or someone who depends on you – is hospitalised, or critically/terminally ill, you can take up to two weeks (70 hours if you work full time or equivalent to double your weekly hours if you work part time) paid leave.

## Domestic Crisis

This is to cover the unforeseen, unplanned for and totally out of the blue events that tend to crop up from time to time. In a rolling year you have access to three days (21 hours if you work full time, if you work part time this is three times the number of hours you work on a day).

## Carers Leave

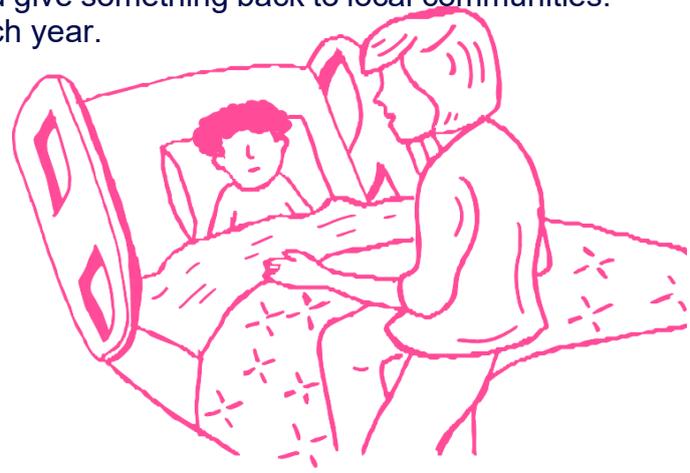
Carers' leave is available from the first day of your employment and is to enable you to care for someone who is reliant on you. You can access up to five days (35 hours) of paid carers leave in a rolling year, pro rata if you are part time.

## Volunteering Leave

Teenage Cancer Trust encourages you to volunteer and give something back to local communities. You can take up to two days paid volunteering leave each year.

## Jury Service

You will be granted special leave for this and Teenage Cancer Trust will pay you as normal, but you will be required to make a claim for loss of earnings from the Court which you will reimburse Teenage Cancer Trust once paid.



# LIFE ASSURANCE AND INCOME PROTECTION



## Life assurance

Teenage Cancer Trust provides you with life assurance during your employment with us. You are covered from day 1 of your employment up to the age of 75. In the event of your death while on a contract with Teenage Cancer Trust, a lump sum payment of 2 times your basic salary will be made.

Please speak to the HR team about completing an Expression of Wish form so you can say who you'd like to nominate to receive any lump sum payment.

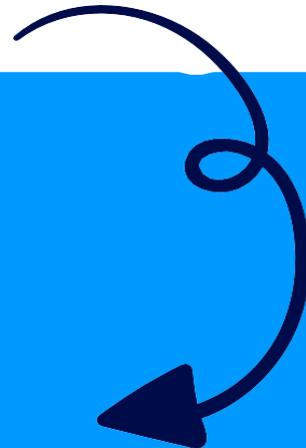
## Income protection

If you have a long-term illness or injury, your income protection benefit will provide you with a regular income if you are unable to work – you may be entitled to 75% of your basic salary over the preceding 12 months. Cover is available while you are employed by us and are under State Pension Age.

You can find more details on Backstage in our Sickness Absence Policy.

## GET IN TOUCH

Speak to the HR team:  
[HR@teenagecancertrust.org](mailto:HR@teenagecancertrust.org)



[teenagecancertrust.org](https://teenagecancertrust.org)

