JOB DESCRIPTION

DATA QUALITY MANAGER

Location: London
Reports to: Business Solutions Architect
Grade: 5

Who we are

We are the Royal Pharmaceutical Society, the professional membership body for pharmacists and pharmacy in England, Scotland and Wales.

What we do

We are champions of the profession, and internationally renowned publishers of medicines information.

We promote pharmacy in the media and government, lead the way in medicines research and information, and support pharmacists in education and development.

Together, we are pharmacy.

Our Mission

We put pharmacy at the forefront of healthcare.

Our Vision

To be the world leader in the safe and effective use of medicines.

Our Behaviours

Be inspiring. Be empathetic. Be relevant.

Job purpose

The Data Quality Manager will be the in-house data expert, comfortable working with data and business processes to enable business opportunities and enhance the member and customer experience.

They will define what first-class data quality and management looks like at RPS and will work to embed best practice within the organisation.

The Data Manager will champion and train colleagues in how to get the most from data, ensuring data is efficiently and effectively captured, processed, stored and disposed of. They will work very closely with all facets of the organisation including the data protection office to enhance and ensure good data management, in line with appropriate regulative requirements (GDPR).

Main accountabilities

1. Be the data management expert, engaging with leadership and other key stakeholders to drive adoption of good data management practice across the business.

2. Work with business stakeholders to define and then execute the data management governance model, including data ownership and data quality standards.

3. Understand business processes that are driven by the use of data, to document the data lifecycle and to ensure that this lifecycle complies with data quality standards.

4. Be the primary advocate for good data management (including standard and governance) and use, utilising great communications and persuasion skills. Maintain relationships with all data users, actively driving engagement, adoption and usage – and providing processes, training and support to ensure data quality standards are maintained.

5. Capture business requirements for data management functionality that at a technology layer, can be deployed to improve business efficiency. This will include assisting in the creation and delivery of a data management systems roadmap to enable the business to maximise the potential of the use of data across the business.

6. To design and then train colleagues on the delivery of business and financial reports from the CRM which are audience appropriate. Reporting to the senior leadership and stakeholders, ensuring that departments can deliver the reports they need to support business development.

7. Help build positive relationships with our technology partners to ensure that KPIs and RPS objectives are met from a data management perspective (not technology ownership).

8. Help to derive business intelligence to inform business decisions. Help to establish good reporting knowledge with key stakeholders to enable the business to report on KPIs for the sales pipeline, customer engagement, data quality, management of contact/customer activities and overall adoption of good data management practices.

9. Assist in the planning and delivery of change management to improve data management as part of the wider business solutions ecosystem, including helping with a formal review of our CRM technology.

10. Help shape the creation, testing and refinement of ongoing business requirements and translate in technical requirements for developers, covering the full client lifecycle and all customer journeys through the RPS digital channels.

SUCCESS MEASURES

- Seen as the 'go to' person for Data Quality management within the RPS
- A joined-up approach to data quality management is agreed with stakeholders and implemented
- Data starts to inform and deliver tangible business improvements and decision making
- Data structures captured and used to inform technology decisions

KNOWLEDGE & SKILLS FOR THIS JOB

- A business focus and with ability to contribute to the overall quality of business development (particularly in helping to extract opportunities across different service delivery teams)
- Broad experience and a proven track record of managing data (and processes) with customer engagement technologies is essential, including one or more enterprise level CRM e.g. Oracle, Microsoft Dynamics, Salesforce
- Strong experience of Microsoft Office (Advanced level excel skills) and document management system   customer engagement technologies, including one or more enterprise level CRM e.g. Oracle, Microsoft Dynamics, Salesforce is essential
- Technically literate (SQL and Python or R) with an understanding of database and schema design
- Communication and influencing skills
- Experience of creating processes and delivering services by using tools such as data mapping, data and business flow diagrams
- Experience of training staff on the use of good business process and the technology used to deliver process (from an end user perspective)
- Excellent analytical skills with experience of creating reports and dealing with large volumes of data.
- Excellent written and verbal communication skills (for external use as well as internal liaison and influencing)
- GDPR knowledge

The following additional skills would be an advantage:

- Exposure to content management systems (CMS), automated digital marketing, email/SMS platforms
- Knowledge of the Oracle CRM OnDemand platform.
- Business analysis experience
- Experience of healthcare/pharmaceutical / not for profit sector.

DATE JOB DESCRIPTION AGREED: May 19