

Role Profile

Details	
Job Title:	Head of Digital, Data and Technology
Job Grade:	Head Of
Reports to:	Director of Finance and Corporate Services
Based in:	Harrogate
Hours:	Full time, 37 hours
Overall purpose	
The Head of Digital, Data and Technology provides leadership for the charity's digital, data, technology, CRM, AI and cybersecurity agenda, ensuring systems, platforms and data are secure, accessible, user-centred and aligned to organisational priorities. The role drives transformation, strengthens data-informed decision-making, improves operational efficiency and builds digital capability to help Yorkshire Cancer Research deliver greater impact for people in Yorkshire.	
Key responsibilities	
Strategy and Planning • Define and lead the charity's digital, data and technology strategy, ensuring it supports organisational priorities, strengthens delivery and aligns with the long-term operating model. • Develop and maintain an enterprise architecture and technical roadmap so systems are integrated, scalable, secure, cost-effective and future focused. • Advise senior leadership and trustees on digital trends, risks, opportunities and investment priorities. • Work with Directors and departments to translate strategic objectives into joined-up digital, data and technology plans. Digital and Data Transformation • Lead the charity's data strategy, treating data as a strategic asset that enables insight, improved outcomes and informed decision-making. • Develop and embed data governance frameworks covering stewardship, quality, lineage, lifecycle management, ethical use and reporting standards. • Oversee the development, implementation and continuous improvement of digital and data platforms, products and services based on user needs, service design principles and measurable outcomes. • Build a data-driven culture by improving analytics, business intelligence, digital confidence and practical use of technology across the charity. Artificial Intelligence • Lead the charity's approach to artificial intelligence, ensuring AI is used safely, ethically, transparently and in line with organisational values, risk appetite and data protection obligations.	

- Identify opportunities for AI and automation to improve productivity, supporter experience, insight, service delivery and operational effectiveness, with appropriate human oversight and accountability.
- Support governance, guidance and controls for responsible AI use, including privacy, information security, procurement due diligence and monitoring of AI-enabled systems.
- Build AI literacy and confidence across the charity, including practical guidance on appropriate use, limitations, data quality, confidentiality, intellectual property and over-reliance risks.
- Maintain awareness of emerging AI regulation, sector practice and technology developments, advising senior leaders and trustees on relevant opportunities, risks and controls.

Information Security & Compliance

- Lead the charity's information security, data compliance and cyber risk frameworks, ensuring proportionate controls are in place to protect systems, funds, sensitive data and digital assets.
- Develop, implement and monitor policies, procedures and training to support secure, compliant and ethical handling of information, including relevant data protection, regulatory and assurance requirements.
- Embed secure-by-design principles across digital services, platforms, procurement, supplier management, retail technology and systems change.
- Ensure digital tools, platforms and communications are accessible, inclusive and compliant for colleagues, supporters, patients, customers and volunteers.

Cybersecurity

- Own and develop the charity's cybersecurity strategy, ensuring cyber risk is actively managed as an organisational risk aligned to the charity's size, complexity, data assets, retail operations and digital ambitions.
- Maintain cyber resilience across infrastructure, cloud services, endpoint devices, CRM, finance systems, retail technology and third-party platforms, with effective prevention, detection, response and recovery arrangements.
- Lead cyber incident response, disaster recovery and business continuity testing, ensuring clear escalation routes, communications protocols, lessons learned and continuous improvement.
- Oversee cyber awareness, phishing resilience and secure working practices so colleagues, volunteers and relevant third parties understand their responsibilities.
- Provide risk-based assurance and reporting through regular risk assessments, vulnerability management, supplier security reviews, testing where appropriate, and clear updates to the Senior Leadership Team, Audit and Risk Committee and Trustees.

CRM

- Lead the CRM and data management function, ensuring the system supports fundraising, engagement, supporter experience, reporting and operational efficiency.
- Oversee CRM integration with other digital platforms and tools to support consistent data flows, effective user experience and reliable reporting.
- Monitor CRM performance and adoption, using insight and feedback to prioritise improvements and maximise value from the platform.

Leadership & Stakeholder Management

- Lead, develop and inspire multidisciplinary digital, data and technology teams, creating a culture of accountability, collaboration and continuous improvement.
- Champion effective change management, digital literacy and adoption so colleagues are supported to use systems and data confidently.
- Represent digital, data and technology considerations in cross-functional projects from the outset, ensuring risks, dependencies and opportunities are understood.

- Manage line reports through regular one-to-one meetings, objective setting, coaching, feedback and development planning.
- Represent the charity in relevant external digital, data and technology networks, partnerships and sector initiatives.

Financial Control and Planning

- Own digital, data and technology budgets, plans and investment cases, ensuring expenditure is aligned to organisational priorities and delivers value for money.
- Track and report performance against budgets, operational plans and agreed measures, highlighting variances and implementing corrective action where required.
- Review and negotiate supplier contracts in partnership with procurement colleagues to secure appropriate service levels, resilience, assurance and commercial value.
- Oversee outsourced technology services and strategic suppliers, ensuring effective performance management, risk oversight and continuous improvement.

Values and Ethics

- Actively advance Yorkshire Cancer Research's values through visible leadership, ethical decision-making and collaborative behaviours.
- Promote innovation, continuous improvement and responsible use of resources across digital, data and technology activity.
- Communicate digital priorities, progress and benefits clearly to strengthen colleague engagement and cross-charity collaboration.

Other Duties

- To undertake additional or other duties outside the key job duties within the team and across the charity, as the charity may require.

Qualifications

- Bachelor's degree or equivalent in a relevant subject or equivalent industry experience.
- Advanced understanding of, preferably with a formal qualification or evidence of training in digital systems, hardware, and software management.
- Evidence of continuous professional development relevant to the role and level.

Knowledge and experience

- Proven experience of leading digital, data and technology strategy and delivery in a complex organisation, with the ability to achieve strategic outcomes on time and within budget.
- Experience of delivering complex digital, infrastructure and transformation projects, using recognised project management approaches and leading effective multidisciplinary teams.
- Strong knowledge of digital systems, infrastructure, enterprise architecture, cloud services and service management, including ITSM and ITIL principles.
- Experience of designing, maintaining and securing digital platforms, infrastructure and data assets, including delivery of cybersecurity initiatives and compliance with agreed frameworks.
- Strong understanding of CRM principles, strategies and technologies, including experience with Dynamics 365 or similar platforms.
- Experience of data governance, data compliance and data quality management, including GDPR, data integrity, ethical data use and secure handling of sensitive information.

- Experience of managing internal IT support and/or outsourced technology services, including supplier relationships, procurement, commercial negotiation and service performance.
- Knowledge of emerging digital, data and AI technologies, with experience of applying digital tools and services to improve organisational effectiveness and user experience.
- Experience of leading change, building digital capability and maintaining strong relationships with a broad range of internal and external stakeholders.
- Team leadership experience in a similar role, with a collaborative style and a strong track record of delivery through others.

Skills and abilities

- Excellent written and verbal communication skills, with the ability to translate complex digital, data and technology concepts for a wide range of audiences.
- Strong interpersonal, networking and influencing skills, with the confidence to engage, persuade and build effective relationships with internal and external stakeholders.
- Excellent organisational and prioritisation skills, with the ability to manage competing demands, meet deadlines and coordinate multiple complex projects.
- Strong analytical and numeracy skills, with the ability to research, interpret and present information clearly to support informed, commercially aware decision-making.
- Strong digital capability, including effective use of Office 365, CRM, collaboration tools and other digital technologies to improve delivery and user experience.
- Proven ability to deliver projects and objectives on time and within budget, working autonomously and collaboratively as required.
- Confident presenter, able to communicate with credibility to groups of different sizes and levels of seniority.
- Calm, logical and constructive problem-solver, able to manage complexity, adapt to change and reduce potential conflict through clear communication.
- Creative thinker who can turn ideas into practical, deliverable plans and continuous improvement initiatives.

Other requirements

- A full UK driving licence and ability to travel around the Yorkshire region if required is desirable (use of pool car available).
- A willingness to complete our pre-employment checks (to be undertaken once the role is offered and accepted) which include:
 - A check on your employment history by seeking two references
 - A check on your eligibility to work in the UK as per the Immigration, Asylum and Nationality Act 2006
 - A check on your highest educational achievement(s)
 - A check on your professional qualification(s)
 - A DBS check at the level relevant to your role.
 - Satisfactory completion of a pre-employment health assessment. If needed, you will also be required to undergo a medical assessment (at the charity's expense) by a medical practitioner of the charity's choosing.

DBS Check Level

- This role requires a DBS check at basic level.

Values and Behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' below).

- Safeguarding is the responsibility of all employees who must remain aware and vigilant to potential safeguarding breaches and always report any suspicions or incidents following our internal reporting guidelines which will be shared during induction.
- Yorkshire Cancer Research operates a strict 'no smoking' policy throughout our premises, car parks and vehicles. Staff must not smoke whilst wearing charity branded clothing or whilst on duty. If the post holder chooses to, the charity will help and support them to stop completely or temporarily abstain from smoking during their working hours.

Our Values & Behaviours

Our Values



Our Behaviours

	Behaviours
Here for Yorkshire	The needs of people in Yorkshire come first Yorkshire Cancer Research exists to prevent diagnose and treat cancer in Yorkshire. The needs and interests of people in Yorkshire are at the forefront of what we do, how we think and how we act. People are the heart of everything we do When we develop new plans, projects and activities, we actively seek patient, supporter and/or customer input to inform our approach and decision-making.
United by the Cause	United by the need <i>to Give Yorkshire More Life to Live</i>

	We are transparent and open in what we do and what we say, uniting to support one another in achieving our shared goals. We collaborate with each other and other organisations We work to build relationships based on trust and collaboration. We seek to understand the needs and objectives of others to establish the common ground and agree how we can work together to benefit people in Yorkshire.
Think Big and Bold	We deliver world-leading research and services We evaluate worldwide research and we test and we learn in order to drive the greatest advances and impact in cancer research and services. We promote a culture of continual improvement and innovation. We dare to think differently to Give Yorkshire More Life To Live We are ambitious and not afraid to try something new or difficult when it comes to achieving our goals. Nor are we afraid to make difficult decisions when they are in the best interests of those we exist to serve; the people of Yorkshire.
Making it Happen	We create and build solutions We are focused on understanding the impact of our work and the difference it is making. We ensure we are always pushing forward the achievement of our charity's vision. We approach our work with positivity, energy and drive We see every challenge as an opportunity to provide a solution. When it comes to preventing, diagnosis and treating cancer, we deliver pioneering solutions <i>To Give Yorkshire More Life To Live</i>. We pursue our goals with enthusiasm and commitment; always asking 'Can I, and can we, do more?'.

YORKSHIRE CANCER RESEARCH

Job Applicant Privacy Notice

Data controller: Yorkshire Cancer Research (the Charity)

As part of any recruitment process, the Charity collects and processes personal data relating to job applicants. The Charity is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Charity collect?

The Charity collects a range of information about you. This includes but is not limited to:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Charity collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Charity will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The Charity will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Charity process personal data?

The Charity needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the Charity needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Charity has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Charity to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Charity may also need to process data from job applicants to respond to and defend against legal claims.

Where the Charity relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The Charity processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Charity processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

The Charity is obliged to seek information about criminal convictions and offences. Where the Charity seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, the Charity will keep your personal data on file in case there are future employment opportunities for which you may be suited. The Charity will ask for your consent before it keeps your data for this purpose, and you are free to withdraw your consent at any time.

How we use AI in the recruitment process

We use AI based tools to assist with parts of the recruitment process. The tool may:

- Review applications for matches to essential and desirable criteria
- Analyse key words, skills, qualifications or experience
- Rank or score applications
- Identify where candidates indicate they do not meet essential requirements (e.g., answering 'No' to mandatory questions) and flag such applications for filtering

If the role requires specific mandatory skills or qualifications, the AI tool may:

- Automatically flag or filter candidates who have indicated they do not meet those essential requirements
- Present filtered applications separately for review
- Recommend that such applications do not proceed

A human decision maker will remain involved at all stages of the recruitment process. We do not make final recruitment decisions based solely on AI and the recruitment team examine all AI recommendations before any application is progressed or rejected.

We use AI tools to:

- Increase consistency and fairness in screening
- Manage high volumes of applications efficiently
- Help identify applicants who meet the essential criteria for the role
- Reduce human error and unconscious bias
- Support (but not replace) human decision making

To ensure fairness and protect your rights, we apply the following safeguards to any AI assisted decisions:

- AI outputs are always reviewed by human decision makers
- All candidates may request human intervention or contest AI influenced decisions
- We regularly assess AI tools for accuracy and bias
- We maintain transparency regarding what the tools do and don't do.
- Essential criteria used for filtering are clearly set out in the job description or application form

Who has access to data?

Your information will be shared internally for the purposes of the recruitment process. This includes members of the HR and senior executive teams, interviewers involved in the recruitment process, managers in the Charity's team with the vacancy and IT staff if access to the data is necessary for the performance of their roles.

The Charity will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Charity will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The Charity will not transfer your data outside the United Kingdom.

How does the Charity protect data?

The Charity takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. The Charity has a Data Protection Policy and an ICT Acceptable Use Policy which apply to all its employees.

For how long does the Charity keep data?

If your application for employment is unsuccessful, the Charity will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the Charity will hold your data on file for a further period of 6 months for consideration for future employment opportunities. At the end of that period or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new employee privacy statement.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Charity to change incorrect or incomplete data;
- Request human intervention in AI supported decisions;
- Contest an AI assisted decision;
- require the Charity to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Charity is relying on its legitimate interests as the legal ground for processing; and
- ask the Charity to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Charity's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Charity's Company Secretary, Joanne Mornin (joanne.mornin@ycr.org.uk)

You can make a subject access request by contacting the Company Secretary.

If you believe that the Charity has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the Charity during the recruitment process. However, if you do not provide the information, the Charity may not be able to process your application properly or at all.

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