



Head of Digital Transformation and Data Strategy Job Description

Are you interested in being part of a team making a tangible difference in Norfolk? Can you harness technology, data, and communication strategies to amplify community impact? Do you have experience in CRM, data analytics, and systems optimisation? If so, you might just have found your dream job.

£60,000-65,000 (dependent on experience)

Full-time, 2 year contract

Reporting to: Director of Finance and Operations

Based at: Norfolk Community Foundation offices, Norwich

The Norfolk Community Foundation (NCF) is an independent local charity helping ordinary people do extraordinary things that make our local communities thrive and improve the lives of people who live here.

Nationally, 85% of charitable giving supports just 4% of big name charities leaving little left for the local charities that we rely on for help over our lifetime. We work to reverse that trend and provide straightforward funding for vital community projects, led by local people, ensuring they can provide the essential care, support and opportunity for those who need it most.

Raising funds through local giving, we invest in Norfolk to make a real difference to local lives. Led by our knowledge and insight, we direct support to where it will make a real difference.

Main tasks and responsibilities

Role overview

This role is pivotal to NCF's desire to harness technology, data, and communication strategies to amplify community impact.

Key responsibilities

- **Modernising systems and workflows** to enhance organisational efficiency and resilience.
- **Leveraging data insights** to inform strategic decisions.
- **Strengthening digital communications** for stakeholder engagement.
- **Driving responsible innovation**, including AI and automation, to improve efficiency and impact.

Leadership

The Head of Digital Transformation and data strategy reports to the Director of Finance and Operations and is part of the Senior Management Team working closely with the Chief Executive.

The Data Transformation Coordinator reports to this role and in addition other members of the team may be seconded part-time to achieve specific tasks.

Primary Outcomes

Success in this role will result in:

- A fully integrated and optimised CRM system (Salesforce) supporting donor and community relationships.
- Streamlined internal processes that improve collaboration and reduce inefficiencies.
- A comprehensive data strategy that enables better decision-making and storytelling.
- Targeted and effective delivery of digital communication.
- Increased digital confidence and innovation across teams.

Measures of Success

- **Operational Efficiency:** Reduction in manual processes, improved workflow automation.
- **Data Utilisation:** Quality of insights generated and how they inform funding decisions.
- **Engagement Metrics:** Growth in digital audience, increased stakeholder interaction.
- **Cybersecurity & Compliance:** Maintenance of GDPR standards and proactive risk mitigation.
- **Technology Adoption:** Staff confidence and use of digital tools to enhance productivity.

Person specification

Key skills required:

- **Strategic Leadership:** Ability to set a vision for digital transformation and drive change.
- **Technical Expertise:** Strong CRM (Salesforce), data analytics, and systems optimisation experience.
- **Process Improvement:** Skilled in streamlining workflows and scaling digital solutions.
- **Data Interpretation:** Capable of translating raw data into actionable insights.
- **Cybersecurity & Compliance:** Deep knowledge of GDPR, data governance, and risk management.
- **AI & Innovation Awareness:** Familiarity with automation, AI tools, and emerging tech trends.

How to apply

Please send your CV and covering letter to Karen Hutchinson at karenhutchinson@norfolkfoundation.com

Closing date: Tuesday 5th August.



Find out more or get in touch

 www.norfolkfoundation.com

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Company Registration Number 05234236