



Charity
bank

June 2025

Head of Data and System Integration

About Charity Bank

Charity Bank is the loans and savings bank for people who want to make the world a better place.

Our vision is for a society that fosters vibrant communities and a healthy planet, giving every individual the opportunity to thrive. Charity Bank is 'of the sector and for the sector', 100% owned by charities and social purpose investors and dedicated to supporting UK charities and social enterprises.

We use our savers' money to make much needed loans to enterprising organisations working to create lasting social change in communities across the UK. Since 2002, we have used the money saved with us to provide over £350 million of loan finance to a wide range of organisations across the arts, community, education, environment, faith, health, housing, regeneration, social care and sports sectors.

Our loans are used for a wide range of purposes, from providing accommodation for vulnerable refugees to action sports centres for young people looking for a safe place to skate to residential and respite care centres for those with profound disabilities.

Our co-workers are inspired by the organisations that we support and highly motivated to better equip these charities and social enterprises to help the disadvantaged, enrich lives and make our communities better places to live.



Charity Bank borrower,
Magpas Air Ambulance.



Charity Bank borrower,
Extern Homes.

Why work for us?

No matter what your role is at Charity Bank, you will be making an essential contribution to the positive social value creation that is the very reason for Charity Bank's existence.

For every loan that we make and the impact that this has on the organisations we lend to and the people that they serve, we can all say, "Wow, look what we helped to create!"

If your values align with Charity Bank's, the role matches what you are looking for, and our mission and work excites you – we invite you to apply to join us!

Equality, Diversity and Inclusion

At Charity Bank, we want our team to reflect the diverse communities, organisations, and people that we work with. We are committed to being an inclusive employer and great place to work and we strongly encourage applicants from diverse backgrounds to apply.

We have implemented policies to support this aim and are proud to offer flexible working practices and a caring culture. If you need any reasonable adjustments for any part of the recruitment process and/or working environment, please let us know, in confidence, so we can discuss these with you.



Values

Working in harmony

Mutual respect

Being the change

Role Profile

| | |
|------------------------|--|
| Job Title: | Head of Data and System Integration |
| Contract: | Permanent, full-time (32 hours per week) |
| Location: | Tonbridge, Kent (hybrid working available under agile working policy) |
| Responsible to: | CIO |
| Direct Reports: | x1 (Data Analyst) |
| Date: | June 2025 |

Overall Purpose of the Role:

- Build and lead a bank-wide data and systems integration function to deliver a trusted, single source of truth for internal (operational performance, strategic decisions), external (including client interactions/campaigns, regulatory, financial, and impact), and stakeholder reporting.
- Build the data capability and architecture to support high-quality insight, strategic decision-making, client engagement, business performance, and risk management.
- Drive up maturity in data quality, culture, and accountability.
- Align systems and data flows to enable efficient operations, scalable data access, and innovation across the organisation.

Key Accountabilities:

1. Develop and implement the bank's data strategy and architecture so that a robust and governed data platform underpins reporting, analytics, and operational decision-making.
2. Improve data quality and integrity, including the implementation and refinement of data validation, cleansing and reconciliation processes.
3. Design and lead a cohesive integration approach across systems and platforms so that data is accurate, timely, and accessible across the bank.
4. Establish data ownership and stewardship models with business units so that KPI definition, data quality, and usage remain business-led and accountable.
5. Build and manage a small but high-performing team (including future data analysts, engineers, and domain stewards) so that delivery capability grows alongside organisational needs.
6. Foster a culture of innovation and continuous improvement in data practices, encouraging the adoption of new technologies, methodologies, and tools.
7. Engage with stakeholders at all levels to ensure data initiatives align with business goals and meet the needs of various departments.
8. Support the development of data literacy and skills across the bank to empower teams and improve data-driven decision-making.
9. Ensure compliance with internal policies, data governance standards, and regulatory expectations so that risk is managed and audit readiness is maintained at all times.

Role Profile

Key Contacts

Internally:

- CIO and wider Technology team
- Executive Committee
- Functional heads (e.g., Marketing, Finance, Risk, Lending, Operations)
- Business analysts and report owners
- IT service and project management leads

Externally:

- Data platform and BI vendors (e.g., Power BI, Azure, ETL tools)
- System integrators and third-party solution providers
- Regulators and auditors (as required for data-related queries or reviews)

Other Requirements:

- Flexibility to work extended hours on occasion to meet critical delivery deadlines or regulatory reporting cycles.

Person Specification

Experience

Essential:

- Significant experience in leading enterprise data strategy, system integration, and governance within a regulated environment — ideally financial services.
- Proven track record of delivering scalable data platforms and tools that support operational and analytical use cases.
- Involvement in implementing or transitioning to Data Mesh or federated data ownership models.
- Experience in managing, mentoring, or building a cross-functional data team.
- Experience in using data to drive deeper customer insight, segmentation, and service personalisation to support commercial and social outcomes.
- Strong attention to detail and ability to ensure both strategy and execution are carried through to a high standard.
- Experience in the definition and execution of enterprise-wide data governance frameworks, controls, and policy.

Desirable:

- Experience working within the social finance, not-for-profit, or values-led banking sector.
- Familiarity with UK financial services regulation (e.g. PRA/FCA) and how regulatory expectations influence data handling and reporting.
- Proficiency in applying AI/ML techniques to enhance reporting, decision-making, or operational efficiency.
- Working knowledge of how to query and integrate with MS SQL databases
- Working knowledge of CRM (Salesforce/ MS Dynamics)
- Experience with REST based API's using JSON

Skills

- Excellent communication and stakeholder management skills — able to translate data needs into business value.
- Ability to work proactively and independently, able to roll up sleeves, as well as recognising when issues require senior input or strategic escalation.
- Competent with BI tooling (Power BI essential) and familiar with cloud data environments (Azure preferred).
- Strong system integration skills using APIs, ETL tools, and data pipeline frameworks.
- Strong project delivery and prioritisation skills in cross-functional and time-sensitive environments.
- Able to lead through influence and foster collaboration across technical and non-technical teams.

Knowledge

- Deep understanding of data governance frameworks (e.g. DAMA, DCAM, or equivalent best practices).
- Knowledge of data privacy, banking regulation, and compliance (e.g. GDPR, PRA/FCA expectations).
- Degree in Computer Science, Data Management, Information Systems, or a related field (or equivalent experience).
- Knowledge of Data Mesh principles and federated data ownership models.

The **Four-Day Week**

Redefining Work-Life Balance

At Charity Bank, we prioritise the well-being of our team members alongside the pursuit of our social mission. The Charity Bank four-day week is an innovative initiative that sets us apart in fostering a thriving workplace culture.

Why the Charity Bank Four-Day Week?

Our belief is simple: a supported and motivated team delivers exceptional customer service and propels us toward our social goals. By offering all staff the opportunity to work four days a week with full-time pay, we prioritise a healthy work-life balance, boost morale, and enhance overall job satisfaction.

How it works:

Our four-day week consists of 32 hours, typically spread across four eight-hour days, allowing employees the flexibility to choose either a Friday or Monday as their day off.

Days off are protected and treated like weekends, ensuring uninterrupted personal time. The arrangement is flexible, adapting to part-time employees on a pro-rata basis.

Commitment to Productivity and Continuous Improvement:

The four-day week is not merely a benefit but a mutual commitment. In exchange for increased productivity, we challenge established ways of working, constantly seeking opportunities to improve processes and enhance efficiency across the team and organisation.

Key Features:

1. **Work-Life Balance:** Our four-day week promotes an improved work-life balance, granting more time for personal pursuits, family, and self-care.
2. **Full Pay:** Despite fewer hours, employees receive equal compensation, recognising and rewarding their commitment.
3. **Productivity Boost:** The strategic four-day week enhances productivity, with studies showing increased focus, creativity, and efficiency.
4. **Equality and Diversity:** Our four-day week and flexible working policy align with our goal of fostering an inclusive and positive employee experience. We actively promote equal opportunity, attract diverse talent, and support personal growth.
5. **Social Mission Support:** Prioritising team well-being empowers contributions to our social mission, creating a positive ripple effect for both employees and the communities we serve.

For more information and FAQs, visit www.charitybank.org. Join us in redefining the workplace and making a lasting impact.



Charity Bank
borrower, René
House CIC.

The benefits

In addition to salary Charity Bank offers a generous benefits package.

- **Annual Leave** – 160 hours per annum plus bank holidays, pro-rata in year of joining (and also for part-time), with opportunity in increase to a maximum of 192 hours per annum (pro-rata)
- **Four Day Week** – supporting work-life balance.
- **WeCare** – free access to online 24/7 GP and Second Medical Opinion service
- **Employee Assistance Programme** – Health/Work/Life concerns 24/365
- **Perkbox** – employee discounts and deals to help save money
- **Contributory Pension Scheme** – auto enrolment in place
- **Life Assurance** – 4 x salary paid to beneficiaries if death in service
- **Private Medical Cover**, subject to eligibility criteria
- **Enhanced absence payments** – including maternity, paternity, adoption, shared parental leave, and sickness, subject to eligibility criteria
- **Give as You Earn Scheme** – charity donations of up to £250 per annum are matched by Charity Bank
- **Additional Annual Leave Purchase Scheme** – up to 32 hours per annum (pro-rata) to a maximum of 224 hours per annum, (pro-rata)
- **Group Income Protection**
- **Car or Season Ticket Loan Scheme**
- **Cycle to Work and Cycle Loan Scheme**
- **Computer Loan Scheme**





Registered Office:

The Charity Bank Limited, Fosse House,
182 High Street, Tonbridge, TN9 1BE.
Company registered in England and
Wales No. 4330018. Authorised by the
Prudential Regulation Authority and
regulated by the Financial Conduct
Authority and the Prudential Regulation
Authority. Financial Services Register
No.207701. Member of the Financial
Services Compensation Scheme (FSCS).

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Charity Bank borrower, Leigh
Miners Rangers.