

Role Profile

Case Studies Data Officer

Role Purpose...

- To undertake a systematic review of Macmillan's digital assets (stories, photos and videos) related to people who share their experiences of cancer held on the Macmillan Digital Asset Management database (DAM), with the support of experienced staff

In this role, your accountabilities and responsibilities are...

- Systematically review records in our DAM system
- Facilitate the re-consent and accurate updating of case study records including consent forms and story summaries
- Keep meticulous records of processes, correspondence and data updated
- Follow internal policy and processes on consent, data protection and record keeping
- Archive data as appropriate and delete as directed
- Liaise sensitively with people living with cancer who have given us their stories, photos and videos in order to update records
- Contribute to the quality and usability of material, liaising with colleagues
- Manage the project effectively within the timeframe and suggest adjustments as needed
- Regularly update your manager and working group on progress
- Maintain accurate records of meetings, decisions and next actions
- Create reports from the database where necessary
- Other administrative duties, as required, to progress the project
- Be familiar with and adhere to all relevant Macmillan policies and procedures at all times
- Any other duties as reasonably required in line with skills, knowledge, and experience to contribute to Macmillan's wider success

To do this role, you will have...

- Excellent organisational skills
- A systematic approach and strong attention to detail
- Project management and time management skills
- Experience in working with case studies, photos or similar records
- Experience of working with a DAM or a similar digital platform that organises assets for repurposing. (Experience with our DAM program, ResourceSpace, is a bonus but not essential)
- An understanding of the importance of data protection and effective consent
- Excellent verbal and written communication skills – able to work effectively with a variety of different people

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required

- Ability to empathise and liaise sensitively with those living with cancer

In this role, you will work with different people and teams, they are...

- Case Studies Team
- Digital Asset Executive
- Picture Desk Manager
- Video Team
- Creative Delivery team
- Stakeholders in the Fundraising, Marketing and Communications Directorate and other departments that work with stories

In this role, you will achieve...

- An effective review of our case study data
- A completed re-consent process
- Greater clarity and accuracy in our case study records
- Compliance of Macmillan consent and data protection processes

Directorate: Fundraising, Marketing and Communications

Division: Communications

Reporting To: Case Study Manager

Location: UK Office, London

Number of Direct Reports: N/A

Job Level: 6

Job Ref No:

HR Use Only

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The behaviour indicators expected in this role are...

Delivering results: This is about delivering the best results so that things get done in full and on time

Learning and improvement: This is about being able to learn from mistakes with the confidence to ask for help when needed

Communicating and influencing: This is about being clear, open and genuine in communicating with customers and colleagues alike

Acting as one team: This is about having a truly collaborative approach to working within and outside Macmillan

Enabling change: This is about having a real, open attitude towards change, embracing and support new change initiatives and ways of working

Making decisions: This is about being able to plan, prioritise and make really good decisions when it comes to day-to-day activities

Engaging people: This is about treating others with dignity and respect and proactively offering support whenever necessary

Safeguarding

At Macmillan, we are committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, sex, racial heritage, religious belief, sexual orientation, or gender identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.