

About Cynthia Spencer

Cynthia Spencer Hospice provides specialist palliative and end-of-life care for people living with life-limiting illnesses across West Northamptonshire, as well as vital support for their families. Cynthia Spencer Hospice Charity works alongside the Hospice to raise the additional funds needed to help sustain and develop these essential services. We are on an ambitious journey to grow our income, strengthen our relationships across the community and ensure specialist end-of-life care is available for everyone who needs it, now and in the future.

About the role

We have an exciting opportunity for a data analyst to join our growing and dynamic team, working closely with the Finance, Supporter Care and Fundraising teams. Key areas of responsibility include extracting data from our CRM databases (Donorflex), reviewing accuracy and translating it into meaningful insights that support the Income Generation team.

Duties and Key responsibilities

- Analyse donor behaviour, segment supporters and monitor retention.
- Design, build and maintain reports and dashboards using Power BI, ensuring insight is clearly presented and genuinely useful for decision-making.
- Use of Power BI tools to extract and analyse data, to be presented to Finance, Commercial and Income Generation teams.
- Maintain and develop cross-organisational data reports, including quarterly and reports for the Board
- Produce reports, dashboards and communicate meaningful insights to inform fundraising decisions.
- Identify trends, patterns and opportunities within the data.
- Ensure data is accurate and fit for purpose.

Qualifications and Skills

- Proficiency in MS Office - essential
- Experience of managing large volumes of data – essential
- Experience of data analysis to a high level of accuracy and attention to detail – essential
- Excellent communication and interpersonal skills including confidentiality - essential
- Ability to work independently and as part of a team – essential
- Work collaboratively with a diverse team across multiple sites - essential
- Experience of using CRM databases and Power BI - desirable
- Previous experience of working within the not-for-profit sector – desirable

We are an equal opportunity employer and welcome applicants from all backgrounds who meet the requirements of the role. We celebrate diversity and are committed to creating an inclusive environment where everyone can thrive.

Please note we will review applications as they are received, and we may close the application process early at our discretion.

