

# Part 1: JOB DESCRIPTION

**JOB TITLE:** Database Officer

**DEPARTMENT:** Income Generation

**TEAM:** Data Team

**LOCATION:** Central Charity Office, The Upper Mill, Kingston Road, Ewell, Surrey KT17 2AF

1. **POSITION IN ORGANISATION**

* Reports into: Data Manager
* Line Manages: n/a
* Contacts which the post holder has within and outside the organisation: Colleagues across Income and Finance, IS and any other teams with a vested interest in the fundraising database

1. **MAIN PURPOSE OF JOB**

To ensure timely and accurate data is available to Income and Finance Department including Direct Marketing, Events & Community, Corporate Partnerships. Tasks will consist of importing and exporting data to and from thankQ from a variety of sources; assisting with direct debit administration and working within the Data Team to improve support and understanding of our supporters.

1. **KEY RESPONSIBILITIES**

**Data management of imports, cleaning and direct debit process of all Fundraising data**

* Import data into the fundraising database, thankQ, form carious third parties e.g. JustGiving, Virgin Money Giving etc.
* Assist the Database Officer in managing direct debit administration
* Manage and import all data in relation to Fundraising Preference Service
* Undertake processes to clean, maintain and update existing data held on the system as required
* Prepare and run queries at regular intervals to ensure data quality and integrity
* Manual checking of inconsistencies and rejected data
* Support the upgrade of the CRM system from thankQ v8.6 to thankQ CRM v10.

**Provide support to all users across Fundraising team via CRM Service Desk and training in thankQ**

* Assist with staff training as required across the Income and Finance teams
* Point of contact for end user support within Income and Finance department

**Provide support and cover for the role when required**

* Contribute to the development & maintenance of Data Team process documentation and ensure these processes are understood & shared within the team/department

**Good knowledge and understanding of fundraising regulatory and best practice**

* Understanding of Fundraising Preference Service, Data protection & GDPR, Telephone Preference Service, Mailing Preference Services, HMRC and other legislative/best practice requirements.
* Ensure up to date with any changes to fundraising practices that impact fundraising activities

**General duties of a Samaritans’ staff member**

* Contribute to the effective and efficient running of the Central Office as appropriate.
* Participate, as appropriate, in staff forums and meetings.
* Adhere to Samaritans’ policies and procedures.
* Represent the Central Office appropriately across the organisation and Samaritans to the wider community as appropriate.
* Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Samaritans’ equal opportunities statement and policies.
* Carry out reasonable requests made that are within the broad remit of the role

**Part 2: PERSON SPECIFICATION**

1. **SKILLS, KNOWLEDGE AND EXPERIENCE**

**Essential**

* Experience of working with large data sets using Excel, Access or similar tools
* Good working knowledge of Microsoft Office or similar
* Strong logical/numerate skills and attention to detail

**Desirable**

* Experience of high-level database administration, prospect/contact management, data imports and exports (thankQ, Raiser’s Edge or similar fundraising system preferred)
* Understanding of legal requirements such as Data Protection, GDPR, Direct Debit process and Gift Aid
* Able to prioritise effectively
* Experience of working in the charity fundraising sector

1. **QUALIFICATIONS**

Educated to degree level or significant level of relevant experience

1. **PERSONAL ATTRIBUTES**

* Emotionally resilient to sensitive information
* Empathises with Samaritans’ values
* Customer-focused
* Is willing and able to travel and attend weekend meetings (UK & Ireland, around 4 per year) and participate in some out of hours work (usually conference calls, once a month)

Signed by employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LAST UPDATED:** 21 May 2019