

## **Database Support Officer Role Profile and Person Specification**

<b>Reports To:</b>	Campaigns and Operations Officer
<b>Hours:</b>	Full time (35 hours per week), Monday – Friday
<b>Contract:</b>	Permanent
<b>Grade:</b>	Support Officer, Grade 1 £27,109
<b>Direct Reports:</b>	None
<b>Budget Responsibility:</b>	None
<b>Main Place of Work:</b>	181 Oxford Street (3 <sup>rd</sup> Floor), London, W1D 2JT.

### **Role Purpose**

To ensure an excellent end-to-end service is provided to members and donors to Dignity in Dying and Compassion in Dying, reflecting how both organisations value our supporters.

The Database Support Officer will provide administrative support to both the Fundraising and Marketing, and Finance teams by processing and recording donations accurately and efficiently on both organisations' databases (Raiser's Edge), providing excellent customer service to supporters, providing accurate data for direct mail and audits purposes, and liaising on technical support for the database.

### **Key Responsibilities**

#### **Processing donations**

- Process all incoming donations made by cash and cheque
- Enter onto the database all donations made by cash, cheque, and credit card
- Enter onto the database all donations to Compassion in Dying made by CAF and Just Giving
- Using bank statements provided by the Administration and Finance Support Officer, enter onto the database all standing orders and legacies
- Process all online donations received through Stripe and PayPal on spreadsheets provided by the Administration and Finance Support Officer
- Process other supporter data from third parties onto the database e.g. legacy pledgers from our Free Will suppliers
- With the Administration and Finance Support Officer, process Gift Aid claims for Compassion in Dying

#### **Membership/donor programme**

- Ensure members and donors are thanked - demonstrating how donors and members are valued, and promoting recruitment and retention
- Enter new Dignity in Dying members onto the database and work with the Administration and Finance Support Officer to ensure all new members receive their membership pack
- Process Dignity in Dying membership renewals and send out regular renewal reminders by email and hybrid mail

- Act as the main point of contact for membership queries from Dignity in Dying members by phone, email, and mail

### **Technical database support**

- Prepare data selections for direct mail e.g. appeals and Campaign newsletters
- Run reports on the Raiser's Edge as required
- Work with the Finance Manager and Administration and Finance Support Officer to ensure that all necessary data is prepared in time for annual audits
- Induct new staff not familiar with the Raiser's Edge on the database's functions that are relevant to their role
- Act as the main point of contact for IT support related to the database, for suppliers such as Blackbaud and Sys Group
- Clean data between both organisations' databases, ensuring data is as up-to-date as possible
- Make sure data is stored in compliance with General Data Protection Regulation (GDPR)

### **Person Specification**

#### **Experience**

- Experience of working with the Raiser's Edge database
- Experience of administrative and customer focused work in a fast-moving environment
- Experience of dealing with enquiries from members of the public

#### **Knowledge**

- Excellent IT skills including a comprehensive knowledge of the Microsoft Office suite of programs
- Knowledge of different functions and abilities of the Raiser's Edge database
- Knowledge of administrative systems and procedures

#### **Skills and Abilities**

- Ability to plan, organise and prioritise own work to deal with conflicting priorities and ensure deadlines and objectives are met
- Excellent attention to detail
- Good verbal and written communications skills, including the ability to respond to enquiries politely and sensitively
- Excellent customer service skills
- Good interpersonal skills including the ability to work co-operatively and effectively with others as a member of a team

#### **Values**

- Commitment to Dignity in Dying's vision and mission.
- Commitment to Compassion in Dying's vision and mission.