



Operations and Database Support Officer

Role Profile and Person Specification

Reports To: Operations and Database Manager

Salary: £31,523 to £34,150

Hours: Full time (35 hours per week), Monday – Friday

Contract: Permanent

Direct reports: None

Department: Operations and Database

Main Place of Work: 181 Oxford Street (3rd Floor), London, W1D 2JT

- The building has a small lift which is only accessible from 1st floor landing.
- This role requires you to be in the office a minimum of three days per week, with the rest from home if you wish, though office-based working may be more frequent during the probationary period.
This role may require occasional work outside of traditional office hours, with time given off in lieu.

About us:

Dignity in Dying is the UK's leading campaign for assisted dying law reform. We fight for a compassionate assisted dying law for terminally ill, mentally competent adults. We are a national campaign and membership organisation campaigning for change across the UK.

Compassion in Dying is a national charity working to amplify people's voices, shift attitudes and drive changes to the healthcare system so people's end-of-life decisions are heard, understood and respected when it matters most. We support people to start honest conversations about death and dying, and record and revisit their wishes whenever they want to.

Role purpose:

As we move closer towards assisted dying legislation across the British Isles, this role presents an exciting opportunity to be part of a high-profile, fast-paced campaign that will provide plenty of challenges and opportunities for personal development.

Using your ability to prioritise, this role is made up of a varied set of objectives including finance-based tasks, supporting the fundraising function, database management and direct contact with our members, supporters and donors.

Working closely with the finance team, the operations and database team manage the daily donations across multiple platforms and maintain donor details on the organisation's CRM database (Raisers Edge).

Our comprehensive database allows our team to support to the fundraising team, who undertake frequent mailings to our donor base.

Our team has frequent contact with donors and members, as well as people seeking information on the campaign and how to get involved. We also manage a small-but-mighty group of volunteers who give us in-office, administrative support.

This role offers an opportunity for a motivated and compassionate individual to join a supportive team, within a purpose-driven and focused organisation. As we reach a pivotal point in our campaign, we're looking for someone who brings a calm, reliable presence and can adapt confidently to a fast-evolving environment.

Key Responsibilities

- **Daily task delivery:** Carry out a range of daily operational tasks assigned based on team capacity and workload. These may include batching and logging cheques for banking, processing credit card donations, responding to incoming calls and emails, updating GDPR consent records in the database, and managing incoming and outgoing post
- **Database ownership:** Take responsibility for the ongoing maintenance and development of the database, helping to optimise its functionality in response to evolving operational needs
- **Meeting participation:** Attend internal meetings as required, including representing the team in the absence of the Operations and Database Manager.
- **Team support:** Assist the fundraising team with large-scale mailouts and provide support as needed including data selection and export for mailings
- **Team coordination:** Act as deputy to the Operations and Database Manager, leading daily team check-ins and helping to coordinate day-to-day task delivery in their absence
- **Process documentation:** Maintain and update team process guides, ensuring documentation remains accurate, clear, and aligned with best practice
- **Continuous improvement:** Contribute to continuous improvement initiatives by identifying opportunities to enhance processes and efficiency

Person Specification

Experience

Essential

- Experience with, and understanding of, CRM tools and databases
- Experience of customer service including via phone and/or email

Desirable

- Experience with Raiser's Edge
- Experience with financial processes such as cheque banking and CNP payments
- Experience of donor database management (within or outside of CRM tools)
- Knowledge of GDPR and its applications
- Experience writing comprehensive process guides/Standard Operating Procedures

Skills and Abilities

- Excellent verbal and written communications skills
- Ability to respond to enquiries promptly, accurately and in a concise, accessible and engaging manner
- Ability to be proactive and self-motivated
- Ability to empathise and communicate with people who may be distressed and in difficult circumstances
- Ability to plan, organise and prioritise your workload in an, often, fast paced environment
- Excellent attention to detail and strong IT skills (including Microsoft suite)
- Willingness and ability to develop new skills and assimilate new information quickly

Values:

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

Organisational Behaviours

Leading by example

You lead by example through your behaviours and motivate others through your professional approach to work.

Trust and respect others

You are aware of your impact on others and treat other people with kindness and respect. You value diversity and listen carefully to understand the views of others.

Proactive and supportive team member

You work with others to reach a common goal by sharing information and supporting colleagues.

Strive to be the best

With a positive attitude, you work to a high standard to meet personal and organisational expectations.

Responsibility and initiative

You take ownership of your work and take responsibility for your actions and decisions. You use your initiative and take pride in what you do.

How to apply:

For an informal conversation about the role please email Louise Darbon, Operations and Database Manager on louise.darbon@dignityindying.org.uk who will arrange a call with you.

To apply please send a CV (max two A4 pages) and answers to the following questions to davina.hehir@dignityindying.org.uk by 12 noon on Monday 8th September 2025:

1. Why are you applying for this job? (suggested word limit: 150 words)
2. Organisation and prioritisation are core skills for this role. Briefly give an example of a time when you have had to prioritise a varied workload. Explain both your rationale and your method for staying organised. (suggested word limit: 200 words)
3. Maintaining and continually developing our CRM tool is a key team objective in this role. Briefly give examples of how you have used CRM tools, which platforms and what you found the most useful feature to be. (suggested word limit: 200 words)

4. (Optional) If there's anything else you'd like us to know about you, please tell us (suggested word limit: 200 words.)

In your answers to the above and in your CV, where appropriate, please show us how you meet the 'About you' criteria below using specific examples.

Candidates are also asked to send a completed Equal Opportunities Monitoring Form with their application (optional).

Interviews will be held in central London. Subject to the volume of candidates, we may start interviewing before the closure date of this posting and, subsequently, close the post early if the right candidate is found.