

## Job description

<b>Job title:</b>	Database Officer
<b>Team:</b>	Supporter Care & Database Services
<b>Location:</b>	Hybrid working – Between office location and home
<b>Hours of work:</b>	37.5 hours
<b>Contract:</b>	Fixed term (12-months), full-time
<b>Benefits include:</b>	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
<b>Reporting to:</b>	Database Manager
<b>Direct report/s:</b>	0

## Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

## Purpose of job

We are looking for an enthusiastic individual to lead on the delivery of processes within the Database Services team.

You will have excellent attention to detail and be comfortable handling a large volume of data files from a variety of sources for import into the fundraising database. You will handle supporter data with a high level of accuracy and will be directly responsible for running the majority of the data imports into the fundraising database as well as handling enquires coming into the Database Services shared inbox and running regular data cleansing routines.

### **Key accountabilities and responsibilities**

- Import data and income from our website, and from third party sites including JustGiving, Enthuse and MuchLoved to enable fundraising teams to steward supporters.
- Manage the administration of Direct Debits and other regular giving sources to ensure supporters are welcome and income is correctly coded.
- Maintain data management standards, assisting with the implementation of processes and policies to ensure we follow best practice.
- Run data quality diagnostics to ensure data integrity, including the identification and amendment of duplicate records and data entry errors.
- Work with Supporter Care, Finance, and the fundraising teams to ensure income is accurately coded across all fundraising streams.
- Perform data entry and provide guidance and quality control on data entry standards across the department to ensure data is stored accurately and consistently.
- Working with the wider Database Services, create and maintain accurate process guides for all database processes.
- Manage the Database Services email inbox and be the first point of contact for any data-related queries to provide support to users across the department.
- Perform any other reasonable duties as requested by the Database Manager or Head of Supporter Care & Database Services.

### **General responsibilities and team working**

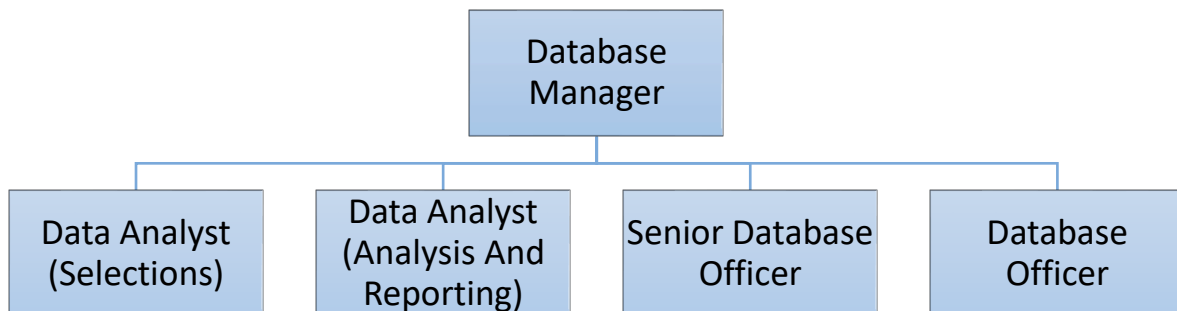
- Have an active involvement in relevant internal and external meetings.
- Work at all times in compliance with the Fundraising Regulator's Code of Fundraising Practice, the General Data Protection Regulation (GDPR), and Dementia UK policy.
- Work in partnership with other areas of Fundraising & Communications to maximise the total lifetime fundraising potential of supporters, and awareness opportunities, for Dementia UK.
- Ensure that equality policies and practices are fully integrated into all aspects of the work.
- Participate in supervision, work planning and training as required.

## General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UK's policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may be necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

## Team Structure



## Person specification

<b>Essential</b>			
<b>Qualifications, knowledge, skills, and experience</b>			
<b>Criteria</b>	<b>Application</b>	<b>Test</b>	<b>Interview</b>
Experience of using a database to enter, maintain, and import data	X	X	
High computer literacy with comprehensive knowledge of Microsoft Office applications, especially Excel	X	X	
Ability to work effectively as part of a team and to take initiative when appropriate	X		X
Able to prioritise and organise own workload	X		X
Strong understanding of data protection guidelines including the General Data Protection Regulation (GDPR)	X	X	X

<b>Desirable</b>		
<b>Qualifications, knowledge, skills, and experience</b>		
<b>Criteria</b>	<b>Application</b>	<b>Interview</b>
Raiser's Edge experience	X	
Experience of working in fundraising or a charitable organisation	X	
Experience of handling the administration of regular giving income	X	

<b>Personal attributes</b>		
<b>Criteria</b>	<b>Application</b>	<b>Interview</b>
Excellent attention to detail and numeracy skills	X	X
Calm under pressure with an ability to work in a dynamic environment, dealing with conflicting priorities	X	X
Ability to learn new processes quickly	X	X
Customer service skills	X	X

## Our values

We listen, learn and collaborate  
We are empowering, supportive and respectful  
We act with integrity, transparency and accountability  
We encourage creativity and innovation