Job Title:	**Database Administrator (temporary contract)**
Salary:	**£21,905 pro rata**
Hours:	**Part-time - 21 hours per week**
Purpose:	Tree Aid works in the drylands of Africa, enabling people to unlock the potential of trees to reduce poverty and protect the environment.
	The Database Administrator will review donation and supporter care systems and procedures, and provide support for donation processing and administration. This person will also manage the fundraising CRM database to support fundraising activities, supporter care and income growth.
Objectives:	They will work with the fundraising and communications team to: - Maintain Tree Aid's database Raisers Edge NXT in-line with fundraising and data protection regulations and best practice. - Carry out regular imports, exports and reports to support Individual giving fundraising activities - Provide data and analysis to assist with budget setting, including researching of costs and income projections. - Review, develop and manage database processes and procedures, looking for opportunities to improve efficiency and effectiveness.
Responsible to:	**Individual Giving Manager**
Responsible for:	**Occasional volunteers and temps.**

Main Tasks

1. Manage Tree Aid's fundraising CRM database (50%)

1.1. Maintain Tree Aid's database Raisers Edge NXT in-line with fundraising and data protection regulations and best practice.
1.2. Manage data quality and consistency across the team, including carrying out regular data audits and data cleaning.
1.3. Review Raisers Edge configuration, processes and integration with external systems, and provide recommendations for improvements and implement changes.
1.4. Manage Raisers Edge users, roles and security.

2. Donation processing and administration (25%)

2.1. Carry out regular imports, exports and reports to support Individual giving fundraising activities (e.g. donor recruitment, donor retention and community fundraising).

2.2. Develop and manage efficient donation processing procedures, including setting up and testing new imports and processes for donor recruitment activities and attrition monitoring.

2.3. Provide support for donation processing and acknowledgment (by post, phone and online) during periods of high donation volumes, or staff leave/absence.

2.4. Provide support for end of month reconciliation.

3. **Provide data and analysis to support fundraising, plans and budgets (5%)**

3.1. Carry out ad-hoc and regular data selections, reports and analyses from the database to support Individual giving.

3.2. Provide ad hoc support to the wider fundraising team (including High Value Donors, Corporates, Trusts and Institutional) to carry out non-standard analysis, reports, data entry and imports.

3.3. Provide data and analysis to assist with budget setting, including researching of costs and income projections.

3.4. Contribute to the development of fundraising plans.

4. **Maintain a high standard of donor care (10%)**

4.1. Provide support for supporter care activities (e.g. responding to supporter enquiries by phone, email or post) during busy periods, or staff leave/absence.

4.2. Deliver a high standards of supporter care.

4.3. Be familiar with the work of Tree Aid and be able to communicate this to enquirers and donors.

5. **Undertake other tasks as agreed with manager (10%)**

5.1. Provide occasional back-up to fundraising department staff as appropriate.

5.2. Maintain effective paper and electronic filing systems.

5.3. Support and maintain volunteers, temps or interns, including identifying projects and providing on-going support and supervision.

5.4. Carry out any other duties within the scope, spirit and purpose of the post as requested by your line manager.

KEY SUCCESS FACTORS
- Database is up to date and used to its full potential.
- Accurate data and reporting to support fundraising.
- Effective and efficient database procedures and processes to support fundraising and donor care.
- Raisers Edge users are confident and competent using the database day-to-day.
- Excellent donor service and care.
- Demonstrating a cooperative, flexible and team approach.

PERSON SPECIFICATION: Database Administrator

E = Essential   D = Desirable

SKILLS AND EXPERIENCE

DATABASE MANAGEMENT, PROCEDURES AND ADMINISTRATION

Experience of managing a fundraising CRM database (Raisers Edge preferred)	**E**
Extensive experience of running reports, imports, exports and audits	**E**
Ability to develop and manage database procedures and processes	**E**
Experience of administering donations and donor acknowledgements	**D**

DATA AND ANALYSIS TO SUPPORT FUNDRAISING, PLANS AND BUDGETS

Ability to analyse data and produce reports	**E**
Ability to run data selections	**E**
Excellent Excel proficiency	**E**
High level of numeracy and analytical skills	**E**

KNOWLEDGE

Knowledge of CRM database management (fundraising preferred)	**E**
Knowledge of fundraising and data protection regulations and best practice	**E**
Knowledge of Marketing & Fundraising database systems in the voluntary sector	**D**

DATABASE TRAINING AND SUPPORT

Experience of providing database training and support	**D**

GENERAL

Good IT skills, including typing skills and the use of Excel, Word and Access	**E**
Working in a fundraising office environment	**D**
Experience of supporter or customer service (e.g. phone, email, post)	**D**

THE PERSON

Flexible, open and willing to learn	**E**
Organised, practical and able to plan and prioritise own work	**E**
Good communications skills, and able to work as part of a team	**E**