**Job title:** Database Administrator

**Location:** Bristol

**Duration:** Permanent

**Working hours:**35 hours per week (part-time considered)

**Salary:** £22,124 + competitive holiday + pension

**Start date:**Monday 27th September 2021

**Responsible to:** Individuals Fundraising Manager

**Responsible for:** Occasional volunteers

**Overall aim:**

The Database Administrator will support donation processing and administration in the Tree Aid fundraising team. This person will also manage the fundraising CRM database on a day to day basis, to support fundraising activities and supporter care.

This person will support the team by running queries every month, updating our welcome programme with new donors, running data selections for our appeals. Running annual audits on our data and ensuring we are meeting GDPR requirements.

This role will work with the manager to review donation and supporter care systems and procedures on an annual basis.

**Key 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.
* Work with the Supporter Care Assistant to ensure an efficient and accurate end of month income reconciliation.
* Provide data and analysis, carry out regular imports, exports and reports to support fundraising activities.
* Review, develop and manage database processes and procedures, looking for opportunities to improve efficiency and effectiveness.

**Key roles/ tasks:**

1. **Manage Tree Aid’s fundraising CRM database (30%)** 
   1. Maintain Tree Aid’s database Raisers Edge NXT in-line with fundraising and data protection regulations and best practice.
   2. Manage Raisers Edge users, roles and security.
   3. Manage data quality and consistency across the team, including carrying out regular data audits and ensure consistent clean data.
   4. Review Raisers Edge configuration, processes and integration with external systems (e.g the Tree Aid website, Stripe), and provide recommendations for improvements and implement changes.
2. **Donation processing and administration (30%)** 
   1. Carry out monthly database activities to support fundraising activities. Regular imports, exports and reports.
   2. Develop and deliver efficient donation processing procedures, including setting up and testing new imports and processes for donor recruitment activities and attrition monitoring.
   3. Work with the Supporter Care Assistant to ensure an efficient and accurate end of month income reconciliation.
   4. Provide support for donation processing and acknowledgment during periods of high donation volumes, or staff leave/absence.
3. **Provide data and analysis to support fundraising, plans and budgets (30%)** 
   1. Carry out ad-hoc and regular data selections, reports and analyses from the database to support fundraising.
   2. Provide data and analysis to support the budget setting and income forecasting.
   3. Support the monthly reporting process by updating KPIs.
4. **Maintain a high standard of donor care (5%)** 
   1. Deliver a high standards of supporter care. Provide support for supporter care activities (e.g. responding to supporter enquiries by phone, email or post) during appeal periods, or staff leave/absence.
   2. 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 (5%)**

* 1. Maintain effective filing systems.
  2. Support and maintain volunteers, temps or interns, including identifying projects and providing on-going support and supervision.
  3. Carry out any other duties within the scope, spirit and purpose of the post as requested by your line manager.

**Person specification:**

E = Essential criteria D = Desirable criteria

|  |  |
| --- | --- |
| **SKILLS AND EXPERIENCE** |  |
| ***Qualifications:*** |  |
| Blackbaud Raisers Edge NXT courses and qualifications within the last 18 months. | **D** |
|  |  |
| ***Experience:*** |  |
| Experience of day to day management of a fundraising CRM database (Raisers Edge preferred) | **E** |
| Extensive experience of running reports, imports, exports and audits | **E** |
| Experience in data selection and segmentation | **E** |
| Experience of supporting team members and sharing knowledge across the team to enhance team capabilities. | **E** |
| Experience of administering donations and donor acknowledgements | **D** |
| Working in a fundraising office environment | **D** |
| Experience of supporter or customer service (e.g. phone, email, post) | **D** |
|  |  |
| ***Personal Qualities:*** |  |
| A passion for, and commitment to, international development and to issues affecting rural communities in dryland Africa. | **D** |
| A creative thinker able to overcome ‘the way things have always been done’ with innovative solutions and ideas. | **D** |
| Determined and effective trouble-shooter | **D** |
| Solutions focussed, willing to learn and adapt. | **E** |
| Organised, practical and able to plan and prioritise own work | **E** |
| Able to multi task and work to tight deadlines. | **E** |
| Rigorous approach, with attention to detail. | **E** |
| Good communications skills, and able to work as part of a team | **E** |
|  |  |
| ***Skills/ knowledge:*** |  |
| Knowledge of Marketing & Fundraising CRM database systems in the voluntary sector | **D** |
| Knowledge of CRM database management | **E** |
| Knowledge of fundraising and data protection regulations and best practice | **E** |
| Ability to develop and manage database procedures and processes | **E** |
| Ability to produce accurate reports to requirements. | **E** |
| Ability to run data selections | **E** |
| Excellent Excel proficiency | **E** |
| High level of numeracy and analytical skills | **E** |
| Good IT skills, including the use of Excel, Word and Access | **E** |