

# Job Description

Job title		Database Officer – Fixed-term contract
Team		Fundraising and Marketing
Contract type		Fixed-term
Reporting to		Database Manager
location		London Head Office (homebased during Covid-19 lockdown)
Hours of		34.5 hours per week
Annual leave		22 days annual leave, plus bank holidays, plus three additional days to be taken over the Christmas period. Further days of leave will be earned after two years of service – see the employment handbook for details. 10% employer contributory pension to personal pension plan matched by 5% employee contribution and optional private healthcare scheme.

## Our vision

**Our vision is a world where every working animal lives a life free from suffering and is treated with compassion**

## Our mission

**Our mission is to improve the welfare of working animals in the world's poorest communities. We do this through treatment, training and teaching. We TREAT by providing free veterinary care when animals suffer or when emergencies strike. We TRAIN by building expertise among vets and promoting humane care by animal owners. We TEACH children to develop positive beliefs, respect and compassion towards animals.**

## Summary of role

**The Database Officer is responsible for supporting SPANA's database operations, including ensuring all income received is accurately and promptly processed; helping to maintain the database to ensure data quality; assisting with data selections; and generally assisting Fundraising teams with their data requirements. There is great scope for developing wider skills and knowledge in assisting the database team with fundraising data selections, and helping to shape policy and procedure.**

## Key responsibilities

### **Gift Management and Income Processing**

- Daily importing of donations and personal data from a range of sources, including external agencies and SPANA websites, to Raiser's Edge using Import-o-Matic, RE imports, and occasional batch and manual entry.
- Managing regular gift administration for SPANA, handling day-to-day queries and making amendments as required
- Uploading daily Direct Debit instructions and ensuring credit card donations via Blackbaud Merchant Services, RSM and PayPal are processed accurately and efficiently.

### **Finance and Reconciliation**

- Working closely with the Database Manager and Finance team, reconciling gift income between Raiser's Edge and Microsoft Business Dynamics.
- Regular reconciliation of incoming gift and merchandise sales data from various suppliers and fulfilment house to ensure accuracy.

### **Database Maintenance and Data Quality**

- Ensuring data quality and integrity is kept up to date and in compliance with GDPR and relevant legislations through regular queries and global changes.
- Updating GDPR compliant consent requests for mail, telephone, email and SMS communications.
- Routine housekeeping and maintenance of the database to ensure accuracy of gift coding; consolidation of duplicate records, standardised addresses and salutations.
- Regularly importing or annotating FPS and other requests for no contact from SPANA.
- Ensuring Gift Aid declarations are recorded accurately and in compliance with HMRC regulations.

### **Support and Training**

- Working with the Database Manager and team, developing and documenting up-to-date Operating Procedures for data entry, importing, and checking data.
- Providing support, advice and training for the Supporter Engagement team to ensure that data entry policies are understood and maintained.
- Managing the database's Helpdesk ticketing system, resolving those issues as you can, and allocating and tracking requests to other members of the database team.
- Regular reporting on appeal performance for the Fundraising team, and generating data for fulfilment of welcome packs and other correspondence.
- Working with the Senior Officers, creating data selections for fundraising and other purposes as required.
- Ad hoc duties as required by the Database Manager.

# PERSON SPECIFICATION

<p><b>KNOWLEDGE, TRAINING &amp; QUALIFICATIONS</b></p> 	<ul style="list-style-type: none"> <li>• Working knowledge of data protection, charity law and fundraising regulations and good practices and GDPR.</li> <li>• Proficiency in Microsoft Excel, basic working knowledge of Microsoft Access.</li> <li>• Working knowledge of Mailchimp, and ideally its integration with Raisers Edge via Import-o-Matic</li> <li>• Working knowledge of Blackbaud Merchant Services and other online giving portals.</li> <li>• Working knowledge of financial software, especially Microsoft Business Dynamics.</li> </ul>
<p><b>EXPERIENCE</b></p> 	<ul style="list-style-type: none"> <li>• Experience of using the Raiser's Edge and Import-o-Matic database at an advanced level.</li> <li>• Experience of income processing on Raiser's Edge.</li> <li>• Experience of database administration.</li> <li>• Experience of dealing with Gift Aid, including reconciliation and working on claims.</li> <li>• Experience of dealing with external agencies such as mailing houses and data management companies.</li> <li>• Experience working within a charity or not-for-profit environment.</li> </ul>
<p><b>SKILLS &amp; ATTRIBUTES</b></p> 	<ul style="list-style-type: none"> <li>• Self-motivation, ability to organise, prioritise varied workloads, plan effectively and work to tight deadlines.</li> <li>• Ability to achieve a high output, whilst maintaining a high level of quality and demonstrate patience and perseverance when faced with setbacks and problems.</li> <li>• Ability to actively support colleagues and build good working relationships at all levels.</li> <li>• Good communication skills, with the ability to communicate effectively and creatively, both verbally and in writing with non-technical members of staff.</li> <li>• Lateral thinking skills, a positive approach to solving problems, and a sense of humour when confronted with unexpected ones.</li> <li>• Upholds and adheres to SPANA's core values.</li> </ul>

# Our values

## Excellence

- We are motivated by our colleagues, beneficiaries and supporters to be the best we can be.
- We seek excellence in our work and are not afraid to try new things.
- We are passionate and optimistic; we work through barriers to achieve success.
- We are brave and courageous in all aspects of our work.

## Respect

- We are tolerant and considerate of everyone's rights, cultures and beliefs.
- We treat everyone equally, with dignity and respect.
- We engage with sensitivity and compassion, taking time to listen and understand situations in order to make informed decisions.
- We empathise with our beneficiaries and use both kindness and our professional expertise to relieve their suffering.

## Integrity

- We use our resources ethically and consider SPANA's sustainability.
- We are accountable, taking responsibility for, and ownership of, our work.
- We make decisions with integrity and have the courage to stand by them.
- We act with honesty and humility and are not afraid to fail so that we can all learn.
- We are loyal and diligent in all aspects of our work, persevering to overcome challenges.

## Collaboration

- We cooperate as a team, empowering each other and the communities with which we work.
- We support one another, with a flexible and adaptable approach to get the job done.
- We share SPANA's vision, values and goals.
- We value everyone's contribution - their knowledge, skills and professional expertise - to achieve our collective goals.