

JOB DESCRIPTION

Job Title	Database Administrator
Reports To	Database Manager
Location	Fundraising Office, Long Ashton
Department	Income Generation / Fundraising & Marketing
Job Purpose	<p>Processing and administrating donations and supporter data for the Database team (with a focus on postal & shop payments) , whilst helping to provide administrative support for the fundraising & marketing team and organisation at large, while supporting the Database strategy.</p> <p>Good scope for further development into the world of analytics and data driven analysis, with potential to learn and develop new skills.</p>
Key Relationships	<ul style="list-style-type: none"> • Supporters – Dealing with supporters by phone, email and post with regards to their donations and general support of the Hospice. • Fundraising & Marketing team – A small close knit team you will be working with each member at different points to process donations & registrations. • Finance – Working closely with the finance team to help reconcile the income provided by supporters on a weekly and monthly basis.
Key Responsibilities	<ul style="list-style-type: none"> • Support the delivery of the database team's objectives, contributing to the overall income generated by the fundraising team through the effective delivery of your role. • Record donations on the fundraising database from different sources, working with the wider fundraising team to ensure income is allocated accurately. • Processing third party giving site donations from the likes of Just Giving and Facebook. • Reconcile monetary donations received by our shops, entering onto the fundraising database and generating thank you letters. Liaise closely with retail colleagues to ensure a smooth and efficient process. • Ensure all donations are added to the database in a timely manner and that all thanking and banking KPIs are met. Provide financial information to the finance department for the month and year end, working closely with finance colleagues to identify and address any issues. • Ensure all supporter data is added to the SPH database and that it is accurate and current. Undertake regular data cleansing activities and amend contact details as appropriate (e.g. based on supporter correspondence, returned mailings etc).

- Administering and distributing thank you letters (primarily for donations made via shops), ensuring they are tailored, relevant and timely and that gift aid opportunities are maximised.
- In conjunction with the Database Manager, supervise volunteers working on the fundraising database, routinely auditing their work. Delegating administrative tasks where possible.
- Support on the new Database project where required.
- Present a professional, positive image both internally and externally and work collaboratively with colleagues.
- To support when needed on team-wide projects and/or ongoing activities such as administration for Tribute Funds and Lotto.
- Proactively manage all activities under your remit, identifying opportunities to improve processes.
- Ensure any agreed activity is actioned in a timely, informative and relevant manner.
- Correspond professionally, sensitively and appropriately with all supporters.
- Deal sensitively with confidential information while understanding and abiding by SPH Supporter Record Policy.
- To perform any other reasonable tasks as requested by your line manager.

Equality Statement

St Peter's Hospice expects all staff and volunteers to act in a way that is consistent with organisational procedures and the law relating to equality, diversity and rights and to treat everyone with whom they come into contact equitably, with respect and without discriminating.

They should recognise and appreciate that people, both colleagues and service users, are different and act in ways that are consistent with their needs and preferences. They should ensure that the practices and processes operated in their areas of work are fair and provide equitable treatment for all and they should take effective action to deal with any discrimination or unfair treatment of which they become aware.

St Peter's Hospice Values

Excellence - to strive to be the best we can, listen, learn and innovate

Compassion - to show understanding and care in everything that we do

Respect - to value everyone and embrace the value of our differences

Passion - to be proud of our work and the impact we have

Collaboration - to work as one team - built on shared goals and effective relationships

Health and Safety

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

- i) to take reasonable care of themselves and others at work
- ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.
- iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

Rehabilitation of Offenders

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

Scope of Job Description

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Qualifications	<p>Essential:</p> <p>Desirable:</p> <ul style="list-style-type: none"> • GCSE English and Maths (or equivalent) • Degree or higher national diploma
Knowledge & Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Customer service experience with internal and external customers • Excellent time management • Previous use of Microsoft Office packages including Excel, Word & Outlook <p>Desirable:</p> <ul style="list-style-type: none"> • Previous work in administrative roles • Experience of working in the third sector • Awareness of GDPR & PECR policy • Managing volunteers • Processing large volumes of data on a routine basis • Previous use of a database or CRM (preferably charity based) • Up-to-date knowledge of fundraising and data protection policy within the sector and from the ICO etc • Reconciliation of financial records
Skills	<ul style="list-style-type: none"> • High level of accuracy • Strong numeracy skills • Effective verbal and written communication skills • Logical approach to work • Problem solving • Good time management with the ability to plan and prioritise workloads and delegate accordingly • The capacity to grasp new concepts quickly • Great customer service skills • Ability to multi-task and work under pressure • Desire to work as part of a team to generate fresh and innovative ideas
Personal Attributes	<ul style="list-style-type: none"> • An understanding and empathy for the work of the Hospice • Honest & trustworthy • Team player