Role: Database and Donation Officer

Reporting to: Database and Technology Manager

Place of Work: Royal Trinity Hospice, London SW4

Hours of Work: 37.5 hours per week (full time / Permanent)

Salary: £25,000 - £28,000

Compton Fundraising Consultants
Compton is the UK's leading fundraising consultancy, with decades of experience managing successful annual, capital and legacy campaigns for thousands of charities and not-for-profit organisations. Our clients recognise Compton as 'the trusted name in fundraising', thanks to the transformational contributions we make.

We are proud of our history and track record, and the 'Compton Way' continues to deliver extraordinary fundraising results, even in today's challenging operational and economic conditions.

Royal Trinity Hospice
Royal Trinity Hospice provides skilled, compassionate end of life care to individuals and support for families. Based on Clapham Common they are the only specialist end of life care provider for 750,000 people.

Compton/Royal Trinity Hospice
We have worked with Trinity, the UK's oldest hospice, since 1999. We were originally asked to review annual fundraising at Trinity. In 2005, Royal Trinity fully outsourced its fundraising and marketing operations to Compton to help raise over £3 million a year, and to develop and plan Major Gift campaigns.

Job Purpose
Trinity uses Raisers Edge to manage its fundraising and donor data. As the Database Officer, you will work with the Database and Technology Manager to manage the day to day running of Raiser's Edge. You will also support and promote its use within the Supporter Care and Fundraising Team and ensure the smooth running of this important aspect of fundraising operations.

Duties and Key Responsibilities

Selection process for all mail and email communications
- Work with the Individual Giving Team to plan all data selections for mail and email appeals.
- Create the queries for the data selection and segmentation.
- Set the income codes and reports to monitor and measure the success of the appeals.

Cheques and Post
- Support the Donation Processing Officer assisting with processing cash, cheques, and credit card donations received by post.

Data Cleaning
- Prepare and run queries at regular intervals to ensure the quality and integrity of the data.
- Merge duplicate records as identified by yourself or other members of the fundraising team.
- Work with the database manager on preparing the data to be migrated to the new forthcoming CRM, Raiser's Edge NXT.

Supporter Care and database documentation
- Keep all supporter documentation up to date and create documentation for new processes as required.
- Create Raiser's Edge training documentation for the fundraising team.

Importing and exporting data
- Import donors/donations from online sources.
- Keep the data between Raiser's Edge and Mailchimp up-to-date and accurate.

Raiser's Edge Support for the Fundraising team
- To be the first line of support for all Raiser's Edge queries and help required by the fundraising. Be pro-active to escalate any complex issues to the Database Manager.
- Help fundraisers to develop their Raiser's Edge skills so that they can perform a variety of tasks themselves.
- Assist the Database Manager with preparing and giving Raiser's Edge training sessions.

General Supporter Care tasks
- Have knowledge of all supporter care tasks and functions to be able to provide support when required.

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Person Specification

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	Criteria	Criteria tested at		
Skills and Abilities		**Application**	**Interview**	**Test**
Communication & People Skills	• Excellent verbal and written communication skills.	√	√	
	• Excellent attention to detail.	√	√	
	• Ability to work as a part of a small team or independently.	√	√	
	• Ability to develop good relationships with key stake holders – Finance, IT and Fundraising departments.	√	√	
	• Good organisation skills with the ability to manage tasks simultaneously and prioritise and meet deadlines.	√	√	
	• Evidence of understanding the need to provide excellent customer care.	√	√	
	• Self-awareness and an ability to ask for support from senior staff.		√	
	• To be enthusiastic, professional and credible when representing the organisation.		√	
	• Ability to acquire and assimilate new skills and knowledge.	√	√	

Skills and Abilities	Criteria	Criteria test at:		
		Application	Interview	Test
Knowledge & Experience	• Experience of working in a Supporter Care team or similar within the not-for-profit sector.	√	√	
	• Good working knowledge of Raiser's Edge database.	√	√	√
	• Good analytical and problem-solving skills.	√	√	√
	• Ability to work with senior stakeholders	√	√	
	• Can pick up new skills quickly	√	√	
	• Good working knowledge of IT software packages including Microsoft Word, Microsoft Excel, and Microsoft Outlook.	√	√	
	• Knowledge of Gift Aid rules.	√	√	√
	• Knowledge of the Data Protection & GDPR legislation.	√		
	• Aptitude for dealing with figures and data work.			

Education, Training, qualifications				
	Good standard of education to degree level of equivalent.	√		