

Job Description

FUNDRAISING DATABASE OFFICER



Job Title:	Fundraising Database Officer
Accountable to:	Database & Donor Care Manager
Salary:	£22,722 - £24,335
Hours:	Full time hours (37 hours per week, Part Time considered 30 hours per week)
Location:	Blackpool, office based
Job Purpose:	To accurately import event and donation data from a range of platforms into the Fundraising database to ensure financial and supporter data is up to date so that the hospice can maximise supporter engagement and fundraising income. To work with other colleagues in the Database Team to reconcile all income streams each month. Provide targeted mailing lists to internal teams to enable the Fundraising Team to achieve its strategic and business objectives. Provide database support and guidance to other users, including providing training.

Main Duties and Responsibilities

1. To manage and execute data imports from Trinity and Brian House websites and various online giving platforms, ensuring accuracy of data, monitoring and reconciliation.
2. Ensure all donation income paid into the bank account is entered accurately onto the database (Donorflex).
3. Liaise with the Database & Donor Care Manager, Fundraising Assistant, Database Admin Assistant, Lottery Admin and Finance Team to deliver the monthly income reconciliation processes within the agreed timescales to ensure cross-department accuracy of donations and payments.
4. Supporting the set up of fundraising events & campaigns in the Fundraising CRM database to ensure effective tracking and reporting.
5. To assist with general database administration (new user set up etc) and data cleansing to ensure data consistency on the database in line with procedures and legal obligations.
6. Receive briefings and perform data selections from the CRM database to provide targeted mailing lists to internal teams to support and promote campaigns and direct mailings, hospice events, community engagement, regular giving, hospice lottery and twice-yearly raffles.
7. Support the planning and marketing process of events and campaigns. Provide reports and produce accurate analysis to track outcomes of marketing activities and campaigns and provide deeper analysis if required.
8. Provide database support and guidance to other users, including providing training to staff and volunteers. Promoting database best practice principles within the team.

9. Comply with GDPR and data protection legislation and act responsibly on matters of data disclosure both internally and to third parties.
10. Support the Database & Donor Care Manager in CRM database system development.
11. Act as backup for Lottery Admin assistant during periods of annual or sickness leave.

Other

1. Be a co-operative and supportive member of the Trinity Fundraising Team, contributing to team meetings and planning sessions.
2. Manage all volunteers in your area, developing effective working relationships and providing regular feedback on their performance.
3. Take responsibility for being up to date with current Trinity policies and procedures and to adhere to these.
4. Promote at all times the Hospice Mission, and uphold Trinity's values.
5. Fulfil any other duties that may be reasonably requested.

The post holder will be expected to attend and support fundraising events and activities as part of the fundraising department that may be outside the direct responsibilities of this role.