

Job Description

DATABASE ADMINISTRATOR



Job Title: Database Administrator
Accountable to: Database & Donor Care Manager
Job Purpose: To ensure hospice income and supporter information is accurately input on to the fundraising database (Donorflex). Facilitate effective relationship fundraising, income analysis and to enable the Fundraising Team to achieve its strategic and business objective.
Salary: See job advert
Hours of Work: Part Time (21 hours per week over 3 days)
Location: Office based

Key Responsibilities:

1. Act as a point of contact for fundraising enquiries by telephone, email, post, dealing with enquiries effectively and timely and providing a high standard of customer service.
2. To accurately and consistently input high volume of hospice income on to the Donorflex system via daily or monthly Batches (income received directly to the hospice or via our retail shops) and all other income sources.
3. Take responsibility for all aspects of the Regular Giving processing; set up new agreements, set up Direct Debits and monitor the BACS payment collections uploaded and received.
4. Ensure all In-Memory giving processes are followed for funeral donations and in-memory donations.
5. Follow an effective thanking system to ensure all donations, event registrations and payments are acknowledge appropriately and within agreed time frames.
6. Work alongside the Database & Donor Care Officer, Data Officer, Fundraising Assistant and Finance Team to ensure accurate and effectively reconciliation of income.
7. To have a thorough understanding of the Donorflex system with regard to capabilities.
8. To be the database “expert” within the fundraising team with regard to coding and be responsible for accuracy.
9. To understand the principles of relationship fundraising so that the Fundraising Team can interrogate the system to analyse, target and drive donor support.
10. To make fundraisers aware of apparent trends, changes or issues relating to income as appropriate
11. Help at key events when required. Including some evenings and weekends when required

General Responsibilities

- To be a co-operative and supportive member of the Trinity Fundraising Team, ensuring that your line manager is aware of any issues in workload, which may affect other members of the Trinity team.
- To undertake all mandatory training as required by Trinity Hospice & Palliative Care Services and participate in appropriate in-service training as and when required.
- Maintain the strict confidentiality of all information acquired, especially with regard to patients, staff, donors and volunteers.
- To undertake an appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.
- To manage all volunteers used in your area and to develop effective working relationships providing regular feedback on their performance.
- To take responsibility for being up to date with current policies and procedures and to adhere to these.
- Co-operate fully in the introduction of any new technology and new methods as appropriate.
- Provide cover for colleagues as required.
- Ensure all activities comply with relevant legislation and follow best practice.
- Be responsible for adherence to Health and Safety policies and procedures.