

Personal Specification DATABASE ADMINISTRATOR



CRITERIA	E	D	METHOD OF ASSESSMENT
Qualifications			
1. Good standard of Education to GCSE level; English language and Maths Grade C or above.	✓		Certificate/ Application form
Experience			
1. Experience of using a customer relationship database.	✓		Application form/ Interview
2. Strong customer services experience.	✓		Application form/ Interview
3. Experience of working with financial processes within an organisation and accurate data input skills.	✓		Application form /Interview
4. Experience of using and manipulating data.		✓	Application form /Interview
5. Experience of working to deadlines and prioritising workload.	✓		Application form /Interview
6. Awareness of relevant legislation/charity law relating to fundraising and data protection.		✓	Application form /Interview
Personal Attributes and Behaviours			
1. Have a high regard for the work of hospices and a commitment to their ethos	✓		Application form and interview
2. A strong team player with the enthusiasm and energy to act proactively and demonstrate initiative.	✓		Application form and interview
3. Have a flexible approach to working hours and be available in the evenings and at weekends occasionally when required.	✓		Interview
4. Willingness to accept responsibility and to be proactive in seeking responsibility.	✓		Application form and interview

5. Show ongoing commitment to your own personal development.	✓		Application form and interview
6. A positive outlook to inspire others to support the cause.	✓		Application form and interview/test
Knowledge, Skills and Abilities			
1. Excellent IT skills, particularly in working with CRM databases and in the use of Microsoft Office applications.	✓		Application form and interview/test
2. Excellent verbal and written communication skills.	✓		Application form and interview
3. Knowledge of the principles of relationship fundraising.	✓		Application form and interview
4. Understand of how to promote your campaigns and the work of the hospice and through a range of media and other channels.	✓		Application form and interview