



## Database Officer

### Responsible to:

Head of Finance and Operations,

with a dotted line to the Head of Fundraising and Communications

### Full time (35 hours per week)

### Role purpose:

To ensure that all data (including transactional and donor data) is effectively captured, processed, analysed, and reported using the most efficient means. To establish and continually develop systems and processes to improve the effectiveness and efficiency of our supporter engagement, optimise giving and grow income. To establish and develop efficient and compliant data systems and processes within the organisation and to provide support in protecting Peace Direct from IT vulnerabilities.

### Key responsibilities:

#### Database administration

- Capturing, processing and recording transactional and donor data from all channels
- Generating weekly, monthly and annual fundraising reports
- Work with the Head of Finance and Operations and the Finance Officer to ensure timely reconciliations of fundraising database data and accounting data on a monthly basis
- Design and generate reports to provide insight into transactional, donor and supporter data
- Developing and maintaining documentation of processes

#### Database management

- Managing database connectivity to third party systems
- Developing processes and integrations to improve efficiency and working with third party suppliers to achieve this
- Configuring and maintaining the fundraising database. Ensuring our online donation platforms are up to date

- Project management of new implementation, activation of new functionality and upgrades of Salesforce across the organisation
- Training other PD staff in the use of the CRM

### **Fundraising administration**

- Work with the Fundraising & Engagement Officer to ensure the highest standards of supporter care
- Maintaining and updating Gift Aid records, and other filing systems
- Supporting the printing and mailing of mail-outs when necessary
- Generating segments for fundraising and marketing activity, from the CRM and email software
- Ensure communication with supporters is recorded in a timely way

### **Maintain and develop quality standards in communications and fundraising data management**

- Act as the nominated data controller for Peace Direct and first point of contact for all regulators. Support the Data Protection Lead (Head of Finance and Operations)
- Ensure that Peace Direct complies with all ICO, Fundraising Regulator and GDPR regulations and that data management is maintained to a high standard
- Stay up to date with all relevant data protection legislation
- Be responsible for the accuracy and integrity of data
- Take a proactive approach to reviewing systems involving data management with a view to improving efficiencies, data accuracy and consistency
- Undertake a regular audit of the charity's data collection and storage processes and rectify any compliance issues

### **Data security and IT**

- Play a lead role in devising and implementing policies for capturing data and act as the first point of contact for any queries relating to the data
- Work with all areas of the charity to ensure compliance with relevant legislation
- Advise the charity on its future needs for systems and data management and make recommendations for medium and long-term changes to practice and infrastructure
- Research and make recommendations for how Peace Direct can minimise any IT vulnerabilities, including from malicious third parties
- Provide support in the event of serious IT or data issues affecting the whole organisation

### **Other:**

- Perform all other duties relevant to the post

### **Environment:**

- The position is self-servicing and currently based at the Peace Direct office in London
- Some flexible (e.g. home working) can be considered
- Occasional out of hours work may be required
- Occasional travel may be required

## **Person Specification**

### **Essential**

- Excellent organisational and analytical skills
- Experience of working with databases/CRM systems - Salesforce highly desirable
- Experience of processing and managing data
- Experience of analysing data
- Excellent knowledge of the Microsoft Office package, especially Excel
- Good attention to detail, working to a high level of accuracy
- Ability to adapt to new packages related to databases, willing to learn new things and develop new skills
- Ability to work independently
- Ability to balance the management of ongoing tasks and responsibilities, with one-off projects
- Good interpersonal skills, willing to support all members of the team. Ability to communicate with an external audience, for example when talking to supporters.
- Working knowledge of Data Protection

### **Desirable**

- Knowledge of peacebuilding/international development
- Knowledge of email marketing systems (eg Mailchimp)
- Salesforce certification

### **Package:**

- Salary £27,000-£30,000
- 25 days annual leave (plus Bank Holidays)
- 6% employer pension contribution with auto-enrolment
- Flexible working
- Salesforce admin certification training