

**Job Description - 0.6 FTE**

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| **Job Title:** Database Officer and Administrator | **Post holder:** | |
| **Reporting to:** DeputyDevelopment Director | | |
| **Main Purpose of Role/Overview :**  The Database Officer and Administrator will have prime responsibility for managing the database. In addition the post-holder will provide essential administrative and database support across a wide variety of projects and events associated with fundraising and alumnae relations. | | |
| **Main Responsibilities & Duties:** | | **Standards of Performance/ Results :** |
| 1. Updating the Raiser’s Edge Database with changes in alumnae information received from:    1. Update your details form    2. Monthly updates from CUDAR    3. Individual notifications via the roll email box, other members of the team, emails from alumnae, the principal, fellowship and so on    4. Returned mail: investigate the addresses and obtain new addresses. | | Individual updates to be done immediately so as to ensure not overlooked. Batches of updates or exchanges of information with CUDAR to be done monthly. Always ensure database up to date before major mailings from the office to avoid risk of returned mail and wasted postage costs. |
| 1. To produce the report required monthly to CUDAR with all changes in alumnae information | | Monthly |
| 1. Clean up the Raiser’s Edge database | | One-off initial project following arrival. |
| 1. Data cleaning | | Regularly as working on the data. |
| 1. Data inputting | | To input data as provided by members of the fundraising team – notes of meetings – the Principal’s thank you letters – correspondence and notes of meetings between the Dev Director and Deputy Dev Director and alumnae |
| 1. Data Enhancement including ensuring all substantive email correspondence, contact and information re visits etc is recorded on the database | | Regularly, working with the rest of the team to make the necessary database updates on their behalf to ensure the database improved and kept up to date. |
| 1. Data Management – e.g. Conducting queries in response to questions from Senior Members, alumnae and other members of the team ; | | Regularly as needed; working to support the team on producing reports and managing data as necessary. |
| 1. Exporting data to mailing houses for mailings of paper invitations/Newsletters/Roll Letters and other mass correspondence (GDPR and PECR communications/ consent campaign etc) to support the Development Director and other members of the team in issuing publications/ fundraising material/ event invitations and other. | |  |
| 1. To create reports on a regular basis as required for the Development Director, Deputy Development Director, Annual Fund manager and other committees and groups, to include for example, without limitation:   a) To identify and prepare the list of donors, legators and other contributors to the College who should receive Christmas cards from the Principal and/or the Development Office with annotations for the Development Director to review.  b) To prepare and format the annual list of donors to be thanked in the College Roll Letter  c) To produce the two lists of donors (£1,000+ and £1,000 below) with coding - for College Council every six months. | |  |
| 1. To carry out queries at the request of the Principal, Development Director and other members of the team to produce accurate and specialist lists such as, for example, without limitiaton: 2. Members of specific donor circles or contributors to specific funds 3. Students/alumnae in a particular area such as Hong Kong or Singapore or around the UK for the proposed TEDxNewnham. | |  |
| 1. Processing items for Roll Members’ News (eg births and marriages and other news) and recoding the same accurately on the Raiser’s Edge Database | | Promptly and accurately – over the year and in September to format the news ready for Development Director to edit |
| 1. Processing items for Senior Members’ News and recording the same accurately on the Raiser’s Edge Database | | Promptly and accurately – August and September leading up to the publication of the Roll Letter and to format the news ready for Development Director to edit |
| 1. Ensure that birthday cards are sent to alumnae at ages 70, 80, 85, 90,95, 100 etc | | Monthly - Cards to arrive on or before their birthday. |
| 1. Manage complex data tasks on behalf of the team including for example the carrying out of regular Personal Information Surveys and other complex queries | | As above |
| 1. Uploading new constituents onto the Raiser's Edge Database:  * When the new students (undergraduates and graduates arrive) | | Annually for each list |
| 1. Updating the records on graduations (undergraduate and graduate) to alter the status of graduands from student to Roll Member and to update addresses from surveys | | One major update in the summer (graduation) and Spring (MA) and then as necessary following other graduations throughout the year |
| 1. Review and update Senior members’ records and work with the College office to ensure departing Senior members are consulted as to whether they would like to continue to receive communications and to record their consent and details | | Annually and updated as necessary throughout the year |
| 1. With guidance from the Development Director and the Deputy Development Director to prepare procedures and protocols for Raiser’s Edge use and to update and train users | | Initial project following arrival followed by regular support as needed |
| 1. Together with the Development Director and Deputy Development Director, devise strategy for implementing changes to the Raiser’s Edge recording or coding systems | | As required |
| 1. Sending out mass emails from content provided by The Development Director or other members of the team | | As required |
| 1. Sending out the E-newsletter to alumnae through the Outlook Express Raiser’s Edge product and recording open rates and any unsubscribe requests | | As required by the Development Director working with the Communications Director three times a year |
| 1. To support recommended steps to be taken in relation to General Data Protection Regulations (GDPR) and Privacy Electronic Communication Regulations (PECR) including:  * Assisting with the preparations for consent forms and communications (certainly re emails and telephone) regarding consent * recording consents on the Raiser’s Edge Database * recording preferences where alumnae ask not to be contacted or happy to be contacted in one manner and not another (email/post/telephone/for some communications and not others etc) * Exchanging information re PECR and GDPR consents with CUDAR and the University * Answering questions from alumnae in respect of the new regulations * Updating any new contact details | | As needed with entire accuracy and attention to detail |
| 1. Providing emergency cover for urgent items to be dealt with in the absence of the gift Administrator and Development Assistant | | As necessary – pleasantly and to offer to help at team meetings without being asked. |
| 1. Check Honours List for Newnham College alumnae against the database and notify the Development Director, Principal and College Secretary updating the database accordingly | | Twice yearly |
| 1. Providing cover for the Gift Administrator and Development Assistant when she is on leave or sick for time-critical items such as one-off donations/ the banking/ postbox/ email boxes monitoring/ taking mail etc | | As needed |
| 1. Processing purchases of merchandise and stock management of the college merchandise | | As needed |
| 1. Providing general support and back up as part of our strong team ethos including without limitation cover on administrative items when other members of the team need support on account of workload or are on leave or on sick leave | | As needed with flexibility having regard to the rest of the workload |
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| The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College. | |  |
| **Scope/size of role (budgets, people, etc):** | | |
| **Significant internal/external relationships:** Alumnae, Bursary, Fellows, Porters, students | | |

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# Person Specification

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|  | Essential | Desirable |
| Qualifications, experience and  background | * A minimum of GCSE English Language and Maths at grade C or equivalent |  |
| Specific knowledge/skills  (technical) | * Experience of using databases including information and running queries and searches to generate targeted lists to be used for communications and financial reports * Experience of processing and recording financial information * Experienced user of Microsoft packages inc Word, PowerPoint, Outlook and Excel spreadsheets * Experience of providing support in a customer relationship or communications role * Excellent organisational skills, prioritisation and planning of work | * Experience of the Raiser’s Edge Database * Experience working in a Development Office |
| Personal attributes | * Attention to detail and pride in getting things right * Ability to multi-task and prioritise * High level of accuracy in database management * Good communication skills * Positive attitude to work * Outgoing and friendly approach to alumnae on the phone and on the odd occasion they come into the office |  |
| Team and management skills | * Ability to work individually with initiative but also to work with a team |  |
| Other | * A willingness to work flexibly within a fast-changing environment |  |

**Main Terms and Conditions of Employment:**

The appointment is subject to an initial probationary period of six months, which may be extended at the College's discretion.

This is a part-time post – the role is 0.6 Full Time Equivalent (i.e. 22.5 hours per week). The College can be flexible as to the specific days worked. The salary will be equivalent to point 32 on the University's Single Spine, for which the present rate is in the region of £23,500 per annum (based on 37.5 hours per week), plus benefits.

Holiday entitlement will be 25 days per year plus 8 public holidays, pro-rated according to contract hours. It may be necessary to work on public holidays which occur during Term time.

The post holder will be eligible to join the Universities Superannuation Scheme (USS).

The post is subject to the Newnham College Staff Handbook and Policies & Procedures dated June 2016, and subsequent updates which may be amended by the College from time to time.

The post-holder (if contracted to work more than 4 hours a day) will be entitled to one free meal per day when on duty (when the Catering Department is open).

A car parking space will be provided.

Offer of employment: any offer of employment will be made subject to references satisfactory to the College and proof of your ability to work in the UK.