

WHAT'S THE ROLE?

DATA COORDINATOR

The Data Coordinator provides an excellent data service and support to our internal data customers. This allows us to help deliver stronger relationships with all our audiences. It will be vital to handle data effectively, accurately and promptly in line with our business priorities.

IN THIS ROLE YOU'LL...

- Opening, sorting and scanning head office post ensuring it is available to the relevant teams.
- Coding and adding postal donations to the CRM.
- Monitoring and reconciling daily income to ensure it is all recorded.
- Checking and uploading regular data files.
- Monitoring and completing gift adjustments and notifying other teams as necessary.
- Assisting as required team bulk data activity including imports, exports and similar.
- Carrying out customer data processing including adding, amending, merging biographical and financial data, and other database tasks as required.
- Collaborate with the Customer Experience team to ensure joined up and positive experiences for our customers.
- Provide support to other teams; locating donations and data on the CRM; helping to support new process initiatives.
- Work with team members to ensure that data and donations are processed and coded correctly on our database to reflect all of the relevant information.
- Comply with data protection legislation, best practice and the charity's policies when handling donor records and information.
- Assist and support other team tasks and organisation projects as and other duties.
- Maintain high quality data, making sure information is gathered and recorded in line with the requirements of the General Data Protection Regulation, ICO and Prostate Cancer UK Data Protection Policy.

WHO YOU ARE

- Having a solution-oriented perspective, approaching work with positivity.
- Experience of income processing and administration.
- Experience of working with a CRM database (ideally Raiser's Edge) and inputting data accurately.
- Excellent attention to detail and experience in dealing with high volumes of work.
- Experience of building and maintaining relationships.
- Ability to identify and implement improvements to processes and ways of working.
- Knowledge of Gift Aid.
- Confident and professional manner on the phone and face-to-face.

- A good team player with the ability to work using own initiative and take instructions.
- Excellent prioritisation and decision-making skills, able to work to tight deadlines with changing priorities.
- Knowledge of fundraising principles and techniques.
- Working knowledge of standard IT packages including Microsoft Word, Excel and PowerPoint.
- Actively supports our commitment to equity, diversity, inclusion and allyship.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager:

Data Import Manager

Job level:

Band 2A - Coordinator

Contract:

Permanent

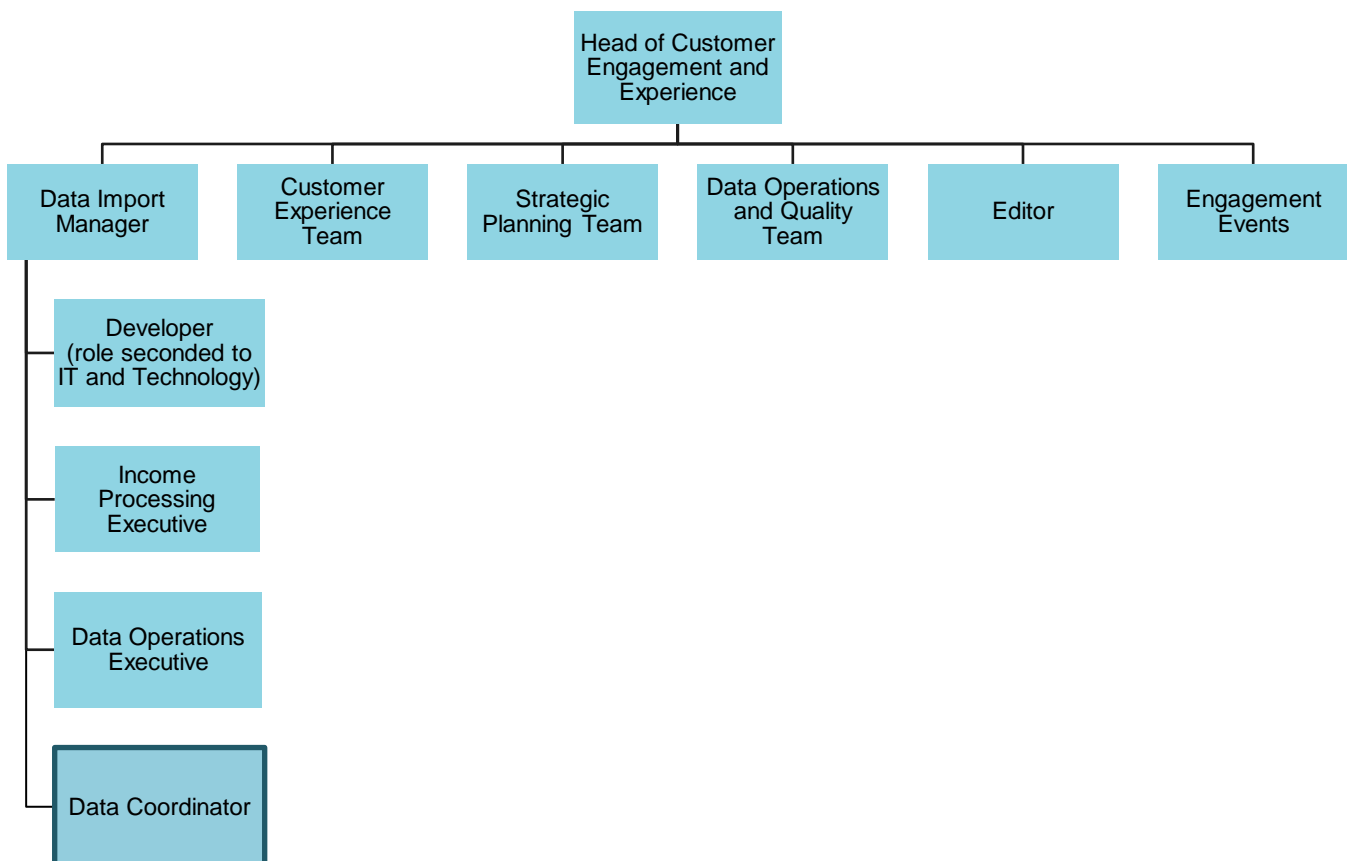
Hours:

Full time; 37.5 hours per week - We're happy to consider requests for flexible and part-time working on hiring.

Location:

Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office three days a week and we may need you to come in for specific meetings.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?

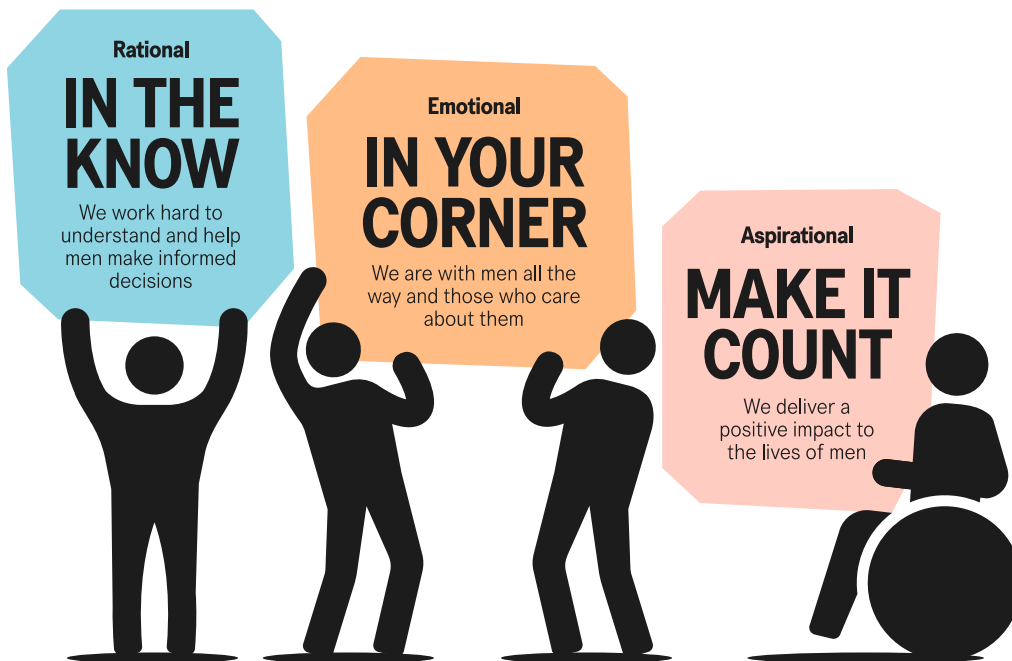


OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.

HOW TO APPLY

To complete your application, you will be asked to upload your CV and complete the supporting information section through our application portal. Please fill in parts one and two of our application for your personal statement, both have an 8000-character limit. You may wish to use a method such as the '[STAR](#)' technique or similar. When completing the statements please ensure you clearly provide a full and relevant example of how the criteria apply.

PART ONE

Please address the core/essential skills, experience and competencies required using real examples where possible and tell us in what ways you are a good match for the role.

This provides you with a great opportunity to showcase your knowledge, skills and experiences with the most important aspects of this role which will be used in reviewing and shortlisting applications:

- Experience of income processing and administration.
- Experience of working with a CRM database (ideally Raiser's Edge) and inputting data accurately.
- Excellent attention to detail and experience in dealing with high volumes of work.
- Experience of building and maintaining relationships.
- Ability to identify and implement improvements to processes and ways of working.

PART TWO:

Please provide us with any further supporting information that you feel will benefit your application. You may want to reference the values and behaviours sections.

This provides you with a great opportunity to further support your application, showcase your understanding of the role and how you feel you will be able to contribute to the success of Prostate Cancer UK.

Apply via our [jobs page](#). If you require any adjustments or assistance, please email hr@prostatecanceruk.org

We look forward to receiving your application!