

Database Administrator

The role reports to: **Database Executive**

The contract is: **Permanent**

Grade: **4**

The hours are: **37.5hrs per week**

Location: Our head office is at St Barnabas House. You will have a base location at one of our offices (Chestnut Tree House/Martlets/St Barnabas House).

Job purpose

Reporting to the Database Executive, this role sits within the Database and Insights team and supports the fundraising functions across St Barnabas House, Martlets and Chestnut Tree House.

You will be responsible for supporting the effective day-to-day management and maintenance of the CRM database, helping to ensure high-quality data, accurate reporting, and efficient donation processing. You will play a key role in maintaining data integrity and ensuring that all activity is GDPR compliant and aligned with best practice.

Working closely with colleagues across the Fundraising team, you will assist in ensuring supporter data is accurately recorded and effectively utilised to support targeted campaigns, enhance donor engagement, and contribute to actionable insights.

Internal relationships

Internal teams and colleagues Group wide

External relationships

- CRM system providers
- Data processing and direct marketing agencies
- Lottery and regular giving providers
- External consultants for data or systems development

Key duties and responsibilities

- Maintain and update supporter records on a day-to-day basis, ensuring high levels of data accuracy, integrity, and compliance.
- Create and amend supporter records in line with organisational standards and supporter preferences, with particular attention to communication consent and GDPR requirements.
- Carry out regular data cleansing processes, including the management of returned mail, duplicate records, and data quality issues.
- Support the preparation, validation, and execution of data imports and exports, including bulk uploads from fundraising campaigns and events.
- Segment supporter data to support targeted fundraising activity, including appeals, campaigns, and events.
- Provide guidance, training, and ongoing support to database users, promoting best practice in data management across the organisation.
- Collaborate with the fundraising team to ensure consistent, high-quality supporter communications and to improve data capture at all engagement points.
- Assist the Database & Insights Manager in implementing effective supporter stewardship processes, enabling personalised and meaningful supporter engagement.
- Provide general administrative support, maintaining accurate and well-organised digital and manual filing systems.
- Build and maintain strong working relationships with internal stakeholders, as well as external suppliers and database providers, ensuring effective and value-driven services.
- Monitor sector developments in data management and CRM best practice, contributing to continuous improvement initiatives.
- Work collaboratively with internal teams and external partners to identify and resolve data quality issues.
- Ensure that CRM processes and data flows are aligned with wider organisational systems, working closely with Finance and IT teams.

Flexibility

This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other employees within the team, as appropriate.

Person specification

What you'll bring:

	Essential criteria	Assessment method
Education/Qualifications	<ul style="list-style-type: none"> A good standard of general education to GCSE level or equivalent and/or qualified by experience 	Application Certificates
Experience	<ul style="list-style-type: none"> Proven experience of administration or data inputting, including a working knowledge of databases. Experience in Fundraising product administration such as Much Loved highly desirable. Experience in the charity or hospice sector is highly desirable. 	Application Interview References
Knowledge, skills and abilities	<ul style="list-style-type: none"> Well-developed interpersonal skills with the ability to communicate with sensitivity and compassion. Attention to Detail: Strong organisational skills and a high level of accuracy in managing sensitive data and supporter records. Teamwork: Ability to work collaboratively with colleagues and volunteers to achieve the goals of Southern Hospice Group. Technology: Proficient in MS Office (Word, Excel, Outlook) and experience with CRM databases. Data entry: A thorough understanding of data entry and use of CRM systems is essential. Excellent keyboard skills: Must be computer literate with a good understanding of how information systems can support the efficient and effective delivery of customer service Multi-tasking: An ability to manage multiple priorities and ensure deadlines/service levels are met. 	Application Interview References
Personal attributes and values	<ul style="list-style-type: none"> A professional and accountable approach to all areas of work with the desire and commitment to continuously improve. A positive and flexible approach. 	Application Interview

Other	<ul style="list-style-type: none"> • Basic DBS • A valid UK driving licence and use of own car due to location of role • Willingness to travel between sites as required 	Application Recruitment checks
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Other duties

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

Assistance

The hospices have the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of health and safety.

Confidentiality

You should be aware of the confidential nature of the hospice environment and/or your role. Any matters of a confidential nature relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

Data protection

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

Health and safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

Infection control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the hospices' Infection Prevention and Control Policies.

Safeguarding

At Southern Hospice Group, we are committed to safeguarding and consider that it is everyone's responsibility. Most colleagues are considered to be People in a Position of Trust. This is because you are employed in a position where you may have direct or indirect access to children, vulnerable adults or information in relation to those persons. All staff and

volunteers are required to be aware of and adhere to Group safeguarding policies and attend the appropriate training as and when necessary.

Travel

The organisation has offices in Arundel, Hove and Worthing and you will have a base location at one of these. Where it is a requirement of the role to work across our different offices, it is anticipated that you are likely to spend up to two days a week working at one or more of these locations, as required.

Vision and values

Our vision is to ensure that anyone facing a life limiting illness should receive the care and support they deserve. Our values are that we are *Caring, Connected* and *Courageous*.

Job description

This job description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the hospices.