

Role Profile



Job Title:	Database and Donor Services Officer
Report to:	Head of Fundraising & Marketing
Direct Reports:	None
Department / Location:	Fundraising and Marketing Nightingale House
Hours:	Full Time (37.5 hours)
Contract:	Permanent
Role Purpose:	The Donor Services & Raiser's Edge Database Officer will provide database administrative support to the fundraising team during a busy period of appeals and events. The role will play a significant part in supporting the team processing donations, issuing invoices and receipts to donors and updating the database.

Key Responsibilities and Accountabilities

Fundraising Database Management (Raisers Edge)

- Regularly update donors' personal details and actions on their records and data cleaning.
- Input and extract information and reports from the database and ensure that records are kept up to date, enable others in the team to also be able to do this
- Prepare data for direct mail campaigns, E-shots and post-campaign evaluation
- Complete monthly and quarterly summary reports as needed
- Ensure all filing is kept up to date: hard copies (paperwork) and soft copies (online)

Donation Processing

- Opening and dealing with daily post
- Processing any payments via online banking system or credit card machine/software.
- Process and inputting donations on Raiser's Edge donor database
- Doing batch entry and total reconciliations/validation reports
- Produce standard acknowledgement emails, letters, invoices and receipts
- Maintain Gift Aid declarations on the database and process quarterly Gift Aid claim

Working alongside the Finance Department

- Reconcile banking with finance department on a monthly basis – to track donations
- Ensure direct debits are managed in accordance with donors' wishes
- Process banking when required – charity cheques and vouchers
- Raise purchase orders via internal system as and when required
- Maintain spreadsheet of annual database budget – forecasted and actual expenditure

Fundraising Support

- Setting up appointments and meetings on behalf of Head of Fundraising & Marketing
- Answer the telephone, deal with queries and refer to colleagues as appropriate
- Process all Legacy donations and ensure documentation is attached to record



- Manage Yahrzeit / Yizkor campaign
- Manage Celebration campaign – record donations and send cards & certificates to donors
- Support team with events module on database
- Produce specific guest list information for events and assist with some data entry with event invitation replies

Other

- Work with all departments across the organisation and residents
- Work closely with key Trustees and volunteers as and when required
- Support the Team by contributing to meetings and taking on ad hoc projects
- Promote positive working relationships in line with Nightingale Hammerson's values with colleagues, residents, volunteers, relatives and visitors
- Ensure that all activities meet the requirements of the Charity Commission, the Institute of Fundraising's code of conduct, General Data Protection Regulations (GDPR) and other relevant statutory obligations together with best practice and in accordance with Nightingale Hammerson's internal compliance policies.
- Ability to work at both Nightingale House and Hammerson House

Standard Responsibilities

Adopt and comply with Nightingale Hammerson's values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education

College: A-Levels (Essential)
University Degree or Business Qualification (Desired)

Experience Required

- Minimum of 1 year experience of using Raisers Edge CRM database experience (Essential)
- Knowledge of Microsoft packages- Word/Excel- to an advanced level (Essential)
- Experience supporting performance management processes, including goal setting and performance reviews. (Desirable)



- Working in fundraising or sales sector (Desirable)

Knowledge and Skills required

- Proven ability to track and report income (Essential)
- Great telephone manner (Essential)
- Good writing and presentation skills (Essential)
- Attention to detail (Essential)
- Self-motivated and able to work independently and effectively (Essential)

Additional Information

- There may be occasions where the post holder is required to work outside of standard hours.
- The post holder will be required to carry out their work across both homes at Hammerson House, N2 and Nightingale House, SW12
- Enhanced DBS check required