

Job Description:

Database & Insights Officer (Fundraising)

About The Connection at St Martin's

When you work for The Connection, you're part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it's not an easy path. We get to know every individual, so our approach can be tailored to what they need. We don't do one size fits all, and we don't give up when things get tough.

Working here means being open-minded, resilient and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets, and that everyone should get the support they need to find a place to call home.

We put relationships at the heart of everything we do with our clients and as a result of that, we know how important it is that we have a staff and volunteer team who can reflect this in their work. Our people are a huge asset to us and we want to do the best job we can within the resources available to us.

Join The Connection and be part of our dynamic and supportive team.

About the role

The Database & Insights Officer will play a vital role in turning our data into insight and helping The Connection at St Martin's build stronger relationships with its supporters. As a key member of the Fundraising & Communications Team, you'll take ownership of the day-to-day management of our fundraising CRM (Raiser's Edge NXT), ensuring our supporter data is accurate, secure and working hard for the organisation.

Working closely with colleagues across Fundraising, Communications and Finance, you'll transform data into useful reports, engaging dashboards and practical insights that help shape fundraising activity, strengthen supporter stewardship and inform our decision making. You'll oversee data imports, income processing and database administration, while spotting opportunities to improve data quality, streamline processes and make better use of our systems.

This is a hands on, varied role for someone who enjoys getting under the bonnet of a CRM, solving problems and finding smarter ways of working. You'll be someone who can turn a messy dataset into a clear insight, spot a process that could work better and support colleagues to get the most from our data.

If you're curious about how data can drive fundraising impact, enjoy making systems work better and want to use your skills to support an organisation making a real difference to people's lives, we'd love to hear from you.

Responsible to:	Head of Supporter Involvement
Responsible for:	N/A
Liaison with:	Fundraising & Communications Team

	Finance Team Data Protection Officer Services Team Senior Leadership Team Blackbaud, external suppliers and consultants
Job Purpose:	• Manage the day-to-day administration of The Connection's fundraising CRM (Raiser's Edge NXT), ensuring supporter data is accurate, secure and up to date. • Produce reports, dashboards and data analysis that support fundraising activity, supporter stewardship and operational decision-making. • Maintain high standards of data quality through regular imports, validation, cleansing and reconciliation of supporter and income data. • Support the continuous improvement of CRM systems, reporting processes and fundraising administration, identifying opportunities to improve efficiency and reduce manual tasks. • Support income processing, coding, financial reconciliation and supporter data management, working closely with the Finance Team to ensure accurate reporting. • Promote best practice in data management, GDPR compliance and CRM usage, providing day-to-day support to colleagues across the Fundraising & Communications Team. • Support the Head of Supporter Involvement with CRM developments, reporting requirements and database improvement projects.
Salary	Scale points 19-25 £37,581 - £42,025
Contract:	2-year Fixed Term Contract

Responsibilities

1) Manage and develop our fundraising CRM

- Maintain Raiser's Edge NXT, ensuring supporter data is accurate, complete and GDPR compliant.
- Carry out regular data cleansing, validation and deduplication.
- Process data imports, exports and integrations with third party platforms.
- Maintain database documentation and user guidance.
- Provide first line CRM support to colleagues across the Fundraising & Communications Team.
- Liaise with Blackbaud and other suppliers to resolve routine database issues.
- Support the Head of Supporter Involvement with CRM developments and system improvements.

2) Turn data into insight and action.

- Produce regular fundraising reports and KPI dashboards.
- Produce regular and ad hoc reports to support fundraising campaigns, income monitoring and operational planning.
- Develop Power BI (or equivalent) dashboards for fundraising and organisational performance.

- Analyse fundraising campaigns, supporter behaviour and income trends.
- Produce data selections and reporting for fundraising campaigns.
- Present data clearly for colleagues and managers.

3) Help fundraising teams make the most of supporter data

- Manage supporter data, ensuring donations and supporter records are processed accurately and promptly.
- Process income uploads, coding and financial reconciliation, working closely with the Finance Team.
- Administer Direct Debits, Standing Orders and recurring donation processes.
- Produce campaign selections, mailing lists and supporter segmentation.
- Support donor stewardship by producing acknowledgement lists, thank-you letters and reporting.
- Monitor campaign performance and provide data to support fundraising colleagues.
- Support month-end and year-end income reconciliation processes.
- Processing telephone donations

4) Find better smarter ways of working

- Support CRM development projects and future system upgrades.
- Identify opportunities to improve reporting, data quality and fundraising processes.
- Support the automation of routine reporting and supporter administration where appropriate.
- Maintain database documentation and training resources.
- Support colleagues to use Raiser's Edge NXT effectively, including leading training and onboarding for new team members and developing clear, practical guidance on how we use the CRM across teams.
- Support the development of automated workflows for supporter acknowledgements, data imports and routine reporting to improve efficiency and enhance the supporter experience.

5) Keep our data safe, accurate and well governed

- Ensure fundraising data is managed in line with GDPR, PECR and organisational policies.
- Ensure accurate consent and communication preferences are maintained.
- Develop and maintain data management procedures.
- Maintain and regularly update the Raiser's Edge NXT operational manual, ensuring it accurately reflects current processes, procedures and ways of working.
- Monitor database security and access permissions.
- Support organisational compliance with fundraising regulations and data protection legislation.

6) Work collaboratively across The Connection

- Build positive relationships with colleagues across all departments.
- Support organisational impact reporting where required.
- Attend team meetings, planning sessions and training.
- Contribute to a culture of continuous improvement.
- Undertake any other duties appropriate to the role.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Person Specification

Knowledge and Experience
Experience managing or administering a CRM/database within a charity or similar organisation.
Experience maintaining accurate data and undertaking data cleansing, imports and reconciliation.
Experience producing reports and analysing data.
Advanced Excel skills.
Experience using reporting tools such as Power BI (desirable).
Knowledge of GDPR and data protection.
Experience supporting fundraising teams (desirable).
Experience improving systems and business processes.
Experience managing a CRM/database within a charity or similar organisation.
Skills and Attributes
Excellent analytical and problem solving skills.
Exceptional attention to detail.
Strong written and verbal communication.
Ability to explain technical information clearly.
Highly organised with excellent time management.
Able to manage multiple priorities.
Collaborative and approachable.
Curious, proactive and solutions focused.
Commitment to The Connection's mission and values.
Excellent analytical and problem-solving skills.
Exceptional attention to detail.