



JOB DESCRIPTION

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| Job Title: | Database Manager |
| Reporting to: | Head of Mass Participation Fundraising |
| Hours of work: | 35 hours per week |
| Salary: | £39,500 |
| Length of Contract: | Permanent |
| Place of work: | Hybrid arrangement (min of 3 days per week in office) |
| Annual Leave: | 27 days per annum |
| Notice Required: | Two months (on completion of probation) |

JOB SUMMARY

At Haven House the focus within the Income Generation Team is to put the donor at the centre of what we do, ensuring they feel **inspired** by our work and the children and families we support; **engaged** and committed to our cause and ultimately make a **commitment** to do something amazing.

As we're taking on an ambitious organisational strategy we're looking for an individual who will champion our database (Raiser's Edge – NXT) and ensure that we're clever with our data and can strengthen our donor relationships.

This role sits within a busy fundraising team that have almost doubled its income since 2020. As part of a small, but highly effective team, you will ensure that our CRM is fully updated as well as used as a fundraising tool for our fundraisers. We are also embarking on setting up supporter journeys which this role will be crucial for success.

Key responsibilities

- To manage, maintain and improve the quality of data held within the CRM system.
- To have oversight of the full data journey from all capture points, from first contact through to reporting and analysis .
- To facilitate all income processing; some processes will be the responsibility of the Database Manager, others are carried out by the Individual Giving Manager and the Community & Events team.
- To lead on training and upskilling the team to ensure consistency and accurate data capture cross the charity – including retail, fundraising and lottery.
- To improve and develop new processes for the use of data to support the fundraising strategy: across all income streams (fundraising plus retail).
- To ensure data used for fundraising is compliant with Data Protection and Privacy guidelines (GDPR).



- To lead on the analysis, interpretation, reporting and presentation of data across the organisation to develop and support campaigning and insight.
- To review new and existing processes as well as updating any existing documentation when changes are made as necessary.
- To undertake regular cleaning and housekeeping tasks to improve the quality of data.
- To work together with internal stakeholders in ensuring all donation information is accurate added to the CRM in a timely manner
- To lead on the charity's gift aid claims: retail and fundraising.

General requirements

- To promote and live the Haven House values of Compassionate, Professional, Respectful and Safe.
- To work with colleagues across the hospice as part of the Haven House 'One Team' approach.
- To conduct yourself in line with the Haven House cultures and behaviours at all times, acting as an ambassador for the hospice.
- To contribute towards a culture of continuous improvement to help drive our service to Outstanding.
- To offer flexible support for the work of the organisation, with a flexible approach to new duties and responsibilities as needed to support our vision, mission and values.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance process.

Haven House is committed to Equal Opportunities in Employment and therefore it is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, and nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Haven House is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Haven House to fulfil these obligations, policies and codes of good practice.

Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Person Specification

| | Essential | Desirable |
|---|-----------|-----------|
| Experience of CRM/database management within a fast-paced environment. | X | |
| Experience of producing marketing/ fundraising campaign selections. | X | |
| Have effective problem-solving skills with the ability to make rational and sound judgements based on consideration of complex data. | X | |
| Very good written and verbal communication skills and the ability to produce clear and concise database processes and insight to teams. | X | |
| Good analytical skills and the ability to spot trends and opportunities. | X | |
| Ability to understand internal needs and to translate user requirements into functionality. | X | |
| Excellent problem-solving and analytical skills, combined with a curiosity and an aptitude for acquiring new skills. | X | |
| Able to enter data accurately and efficiently. | X | |
| Ability to use a range of software, including Excel and Word, to a high standard. | X | |
| Excellent time management skills with the ability to prioritise own workload and work under pressure to meet deadlines. | X | |
| Knowledge and understanding of GDPR and other data protection legislation. | X | |
| Self-motivated with good team working skills, as well as the ability to work independently. | X | |
| Experience of working with voluntary/third sector organisations and/or in a fundraising environment. | | X |
| Background query writing in SQL. | | X |
| Customer or supporter service experience. | | X |
| Experience of building supporter journeys to support a fundraising team. | | X |