

Job Description

Job Title	Database Manager
Department	Individual Giving, Legacy & Supporter Experience
Hours	20 hours per week
Responsible to	Head of Individual Giving, Legacy & Supporter Experience
Responsible for	No line reports

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ✓ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✓ Take pride in being a great place to work and thrive
- ✓ Deliver bespoke specialist care that supports dignity and choice
- ✓ Use our expertise to educate and influence the delivery of excellence in end-of-life care

Our Team

It's an exciting time to join the fundraising team at Prospect Hospice, with a new 5-year strategy under way and additional investment agreed by the board for income generation. After our most successful year ever



across individual giving we will be ramping up activity and predicting significant growth across cash, lottery, regular giving, legacy and in memory giving.

Main Purpose & Scope

The Database Manager is responsible for all aspects of data management, quality, and reporting for our fundraising and supporter engagement teams.

The prime purpose is to ensure that the Raiser's Edge database is accurate, efficient, and fully utilised to support income generation, stewardship, and strategic decision-making

You will be working alongside a fundraising department that includes Supporter Care, Individual Giving, Relationship and High Value fundraising, and work closely with a Data Analyst

This is a part-time position (20 hours per week) with flexible working arrangements to suit your schedule

Key Accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

- Manage, maintain, and develop the Raiser's Edge database to
 - ensure data integrity, accuracy, and compliance with GDPR and charity data standards
 - adhere to best practice in its configuration and deployment
 - provide the platform for building supporter engagement and income
- Support IT and Income Generation teams with data selections, segmentation, and reporting
- Develop and maintain queries, exports, and dashboards to monitor performance and KPIs
- Lead on data imports, updates, and deduplication processes
- Provide training, guidance, and documentation for staff using Raiser's Edge
- Champion best practice
- Work with colleagues to streamline data processes and integrate database operations with other systems (eg online giving, email marketing)
- Support compliance with data protection and fundraising regulations
- Identify opportunities to improve data management and insight across the organisation

Key Contacts

- IT Department
- Director of Income Generation
- Supporter Care and Administration team
- Rest of Income Generation team
- Finance team
- Blackbaud and other service partners

Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.



This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice.

Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
	Educated to A-level standard in relevant subject such as Maths, Computer Science	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Three years' experience managing Raiser's Edge (RE NXT) databases in a fundraising or charity environment	E
	Two years of experience working with RE NXT Web View	E
	Strong understanding of data management, segmentation, and reporting for fundraising and supporter engagement	E
	Confident in using queries, imports, exports, and data analysis tools	E
	Understanding of fundraising and supporter journeys	E
	Understanding of compliance framework including GDPR, Data Protection Act, and Code of Fundraising Practice	E
	Experience integrating Raiser's Edge with online platforms (eg JustGiving, Mailchimp, etc)	D
	Experience integrating Raiser's Edge with other systems through APIs or third party integration tools	D
	Experience in data cleansing and data process improvement projects	D
	Experience of working with finance team to ensure reconciliation between database and finance records	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Ability to analyse data to create insights for fundraising, including use of queries, reports and dashboards in Raiser's Edge and at least one external analysis tool such as Power BI, or Power Automate	E
	Advanced MS Excel skills	E
	Ability to explain technical data to non-technical staff	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E



	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	To be authentic, open honest and transparent	E
	Excellent attention to detail	E
	Self-motivated, organised, and able to manage workload independently	E
	Member of Chartered Institute of Fundraising	D

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment

