

Job title:	Database Officer
Reporting to:	Head of Fundraising
Contract:	Permanent
Hours:	21 hours per week
Salary:	£28,000 per annum (pro rata for p/t hours)
Place of work:	Remote / Hybrid. The charity is happy to have a conversation around the flexible needs of candidates.
Job purpose:	Processing all aspects of fundraising data to support fundraising income and growth, providing excellent supporter care and reconciling income with Finance and data with other departments as needed.

About The Migraine Trust

The Migraine Trust is the UK's leading migraine charity, there for the 10 million people living with migraine. We supply information and support, campaign for awareness and change to reduce the inequity surrounding migraine as well as funding and promoting research.

With one in seven people in the UK living with migraine, we see daily how this complex and debilitating neurological disorder significantly affects so many aspects of their lives, from work, school, and personal relationships, and feelings of isolation. We have been leading and bringing the migraine community together to change this since 1965.

People look to the charity for the most up to date information. Every year over two million people visit our website, and thousands contact our helplines for information and support on all aspects of migraine and for help in managing it at work, in education, and in accessing healthcare.

We campaign for increased awareness and understanding of migraine, better access to treatment, and national policy change to improve the lives of people who get it.

We have funded over 140 medical research projects and hold an international symposium every two years to bring together the world's leading experts on migraine as well as giving an opportunity for the public to hear the latest news about research from around the world.

Your Team

You will be joining a small, friendly, and dedicated team at an exciting time as we launch a new organisational strategy in 2024. Building on our existing success, we are expanding the ways in which we raise funds.

This role will help us to safely grow our income whilst ensuring that we have systems in place that guarantee our supporters receive outstanding donor care and that everyone can see the impact of their kind contribution.

Being part of a small team will offer opportunities to take part in a range of activities that will help develop your skills across different areas of data processing, fundraising and supporter care.

Role Purpose

As Database Officer you will manage one of our most valuable assets, the CRM (Customer Relationship Management) database (currently Raisersedge 7.0) and help to maximise its value to our fundraising strategy and goals.

You will have responsibility for overseeing and processing the data and finance functions of the fundraising department.

With support from the Head of Fundraising you will analyse the existing database to understand segmentation, types and frequency of giving to support the growth of income streams, improve and tailor supporter care multi-channel communications.

As part of the role, you will drive the effective use of data, and the database by the fundraising team, to support the delivery of organisational wide strategic goals.

This is an exciting time as we embark on the transition to an organisation wide CRM system to incorporate the data collected by other departments. With access to accurate organisational data the fundraising operation will be more efficient, effective, and streamlined. This will support the management of scaling up of income streams, and the subsequent demands that increased income and supporter engagement will have on each person's role within the team.

Who we are looking for

We are looking for a confident and articulate communicator with a customer orientated approach. You will be flexible and adaptable with the ability to multitask and deal with multiple demands on your time.

The successful candidate will be a personable, ambitious and a self-motivated individual and passionate about data.

Duties will include but not be limited to (training supplied where necessary):

- Import and export data from a variety of platforms, ensuring that all income, and donor data is recorded onto Raisersedge 7.0, working with the Finance Team to ensure correct monthly reconciliation.
- Work with colleagues in the planning and segmenting of audiences for fundraising campaigns, delivering data selections accurately and on schedule.
- Manage campaign responses, and record data results.
- Process quarterly gift aid claims and ensure Gift Aid declarations are managed to their maximum effect.
- Update supporter records with amendments as requested by the Fundraising Team.
- Send correspondence to all gifts over a set value
- Share your knowledge and skills of data processing as the charity moves to an organisational wide CRM system.
- Assist in ensuring that all data is held following GDPR (General Data Protection Regulation) and support on all GDPR related activity.
- Keep up to date with developments in the fundraising sector, particularly concerning best practices and compliance regulation and ensure these are followed on all campaigns.

This is not an exhaustive list of duties and the charity's management may, at any time, allocate other tasks which are of a similar nature or level.

Key competencies and requirements

Experience and knowledge	
Able to analyse numerical data and process accordingly	E
Excellent organisational and planning skills with the ability to multi-task and prioritise workload	E
Able to maintain accuracy and attention to detail in a busy working environment	E
Experience of using a CRM database	E
Experience in using a professional work-related database or CRM solution, including data selection and query writing	E
Experience of monitoring and reporting against plans and budgets	D
A good understanding and experience of different fundraising disciplines and channels such as social media, direct marketing, email marketing	D
Familiarity with software such as Microsoft Office, Raiser's Edge and/or web tools such as SurveyMonkey, WordPress and social media platforms	D
Personal attributes and skills	
Good communication and listening skills and attention to detail	E
Excellent IT skills including MS Office, internet and databases	E
Ability to work independently, using own initiative, and as part of a team	E
Able to recognise and respect different perspectives, and be open to new ideas and views of others	E
Strong project management skills, excellent time management and organisational skills, with the ability to manage several deadlines simultaneously.	D
Awareness of the importance of GDPR compliance.	D

The Migraine Trust is an equal opportunities employer, and we welcome applications from all suitably experienced persons regardless of their race, socio-economic backgrounds, gender, disability status, ethnicity, religion/faith, sexual orientation, or age.

Benefits

The Migraine Trust is proud of its approach towards work life balance and provides a flexible working culture.

Holiday

We offer 25 days holiday a year (excluding bank holidays), which increases for each year of service up to a maximum of 30 days. Additionally, the office currently closes between Christmas and New Year.

Day off for your Birthday

An added day will be given, to be taken on the day of or as close to your birthday.

Pensions and other benefits

During each year of your employment The Migraine Trust will contribute 8% of your salary subject to you contributing an amount equal to at least 4%. We also offer a generous Death in Service scheme.

Hospital Saturday Fund Scheme 100 HSF health plan

We are partnered with the HSF to provide you with a range of services designed to help when you need a fast response. HSF Perkbox provides access to popular stores online and offline. From

discounted cinema tickets to gym membership and even money off everyday shopping. With the wellbeing of our employees being core to our values, we want to ensure they are happy and healthy, and you would also have access to an Employees Assistance Programme including a free confidential helpline.

Training and development

Our people are our best asset. We want you to thrive and reach your full potential, professionally and personally. We have a generous training budget of £500 per year, and you will be given time to make use of it. As a small organisation, we can give you opportunities to quickly grow in your role, to gain new experiences and develop new skills. We hope you use this to help drive The Migraine Trust forward, but also to have developed new skills and experience that you can use throughout your career.

Team Events

The Migraine Trust is aware of the challenges of remote working and so team members are encouraged to join our weekly online social meetings and are expected to attend the quarterly away days which are currently based in London. These are invaluable experiences to work face to face with all members of the organisation on a work-based activity, with the chance to socialise in the evening.

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How to apply

If you wish to apply, please submit your current CV, completed [EDI monitoring form](#) and a cover letter to recruitment@migrainetrust.org.

When writing your cover letter, please ensure that you provide specific examples to demonstrate your competencies, achievements and skills addressing the specific criteria set out. We recognise that some of your experience may be from unpaid roles as well as paid employment – please include any voluntary work if it helps to show why you are the right candidate for the job.

Interview questions will be shared with shortlisted candidates in advance of their interview and the interview structure will be discussed to ensure candidates feel comfortable and confident and able to be themselves.

If you would like an informal discussion with Rebecca Jobson, Head of Fundraising, to find out more about the role before submitting an application, or with any other queries, we encourage you to email recruitment@migrainetrust.org.

Closing date: Interviews will be conducted as applications come in.