

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Database Support Officer
<b>STATUS:</b>	Fixed term for 6 months
<b>HOURS:</b>	35 hours per week 9:00am – 5:00pm (JDRF operates a flexible working hours policy)
<b>SALARY:</b>	£30,275 per annum inclusive
<b>HOLIDAY:</b>	25 days per year plus bank holidays pro-rata
<b>LOCATION:</b>	Hybrid working part London Office (Islington, London) part homework  The post holder will work a minimum of one day a week in the office
<b>REPORTS TO:</b>	Database and Insight Manager
<b>DIRECT REPORTS:</b>	N/A
<b>KEY INTERNAL RELATIONSHIPS:</b>	Fundraising, Community Engagement, Finance and Marketing
<b>KEY EXTERNAL RELATIONSHIPS:</b>	CRM Supplier Helpdesk and Third party data suppliers



JDRF is the type 1 diabetes charity, improving lives until we find the cure. We fund research to cure, treat and prevent type 1 diabetes. We also provide information for children and adults living with the condition at all stages, from diagnosis and beyond. We give a voice to people with type 1 diabetes and campaign for increased focus on, and funding for, research to find the cure.

We want our employees to be committed and prepared to go the extra mile to assist us in finding the cure for type 1. Whatever your role is within JDRF you can be guaranteed that your work will always be rewarding. Get involved and use your skills to help JDRF find the cure for type 1.

## **PURPOSE OF THE ROLE**

This is a fixed term role to support the Database and Insights team as we embed our new CRM (Donorfy) and processes. You'll be supporting the team to improve our data quality, to identify and record issues and to test and run new data processes. This is a key role to ensure that we provide excellent customer care to supporters and beneficiaries, by ensuring that our CRM database is up to date and accurate at all times.

You'll be a good collaborator, working jointly with our Database Officer to deliver data ingestion and quality processes, supported by our Database and Insights Manager. You'll have strong attention to detail, experience working with charity data and importing data from fundraising platforms.

The role will be responsible for ensuring that data quality standards are being adhered to by all users, and resolving issues that may occur.

The role will take responsibility for data entry, correcting and updating records individually and en-masse, as well as performing and developing regular data cleansing routines to ensure that the database is as accurate as possible.

## **KEY RESPONSIBILITIES**

- To perform regular database imports to ensure our financial and supporter data is up to date so that can maximise supporter engagement and fundraising income.
- Work closely with the supporter care and finance team to ensure that all financial transactions are recorded accurately and reconciled in accordance with the end of month deadlines.

- Perform complex database queries and selection using the database and other tools such as Excel and SQL query.
- Be responsible for ensuring that the issues log is maintained and updated to log requests to fix data in the CRM.
- Perform regular database housekeeping routines to ensure that data consistency is maintained.
- Assist in the migration of information between systems, following documented processes to help automate this going forward.
- Share knowledge and expertise with the team.
- Other duties as required.

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Database support experience</li> <li>• Experience of database tools and techniques</li> <li>• Experience of formatting and importing data to a database from external sources to agreed timescales</li> <li>• Experience of exporting, de-duping and formatting data from a large dataset.</li> <li>• Experience of performing complex queries to identify records that meet the criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using a CRM database within a not for profit setting e.g. Donorfy, DonorFlex/ Raisers Edge etc.</li> <li>• Experience improving data quality</li> <li>• Basic understanding of SQL queries</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Excellent Microsoft Excel knowledge - advanced use of formulas/pivot tables/external data sources/power query/power pivot and charts</li> <li>• Good working knowledge of other MS office packages</li> <li>• Excellent attention to detail, methodical approach</li> <li>• Proven ability quickly to acquire new knowledge on new systems</li> <li>• Good organisational skills</li> <li>• Ability to provide a high level of customer service, both externally, and internally with your colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Database Security, and information security more widely</li> <li>• Knowledge of data protection principles and legislation, in particular GDPR</li> <li>• An understanding of the basic regulations surrounding Gift Aid</li> <li>• Understanding of MS Access as a tool for manipulating SQL based information</li> </ul>
<b>Personality:</b>	<ul style="list-style-type: none"> <li>• Patient</li> <li>• Helpful</li> <li>• Approachable</li> <li>• Resourceful</li> </ul>	
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Very occasional travel to JDRF offices outside London</li> </ul>	

## EQUAL OPPORTUNITIES

JDRF is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

**JDRF is a registered charity No. 295716 (England and Wales) and SC040123 (Scotland)**

**Raising funds for research to find a cure for type 1 diabetes.**

[www.jdrf.org.uk](http://www.jdrf.org.uk)