

Development & Database Officer

Job Description & Person Specification

Job title: Development & Database Officer

Reports to: Head of Development

Responsible for: N/A

Location: London (EC1V 0JR) / Hybrid (office two days per week)

Hours: Part-time, permanent (0.6FTE: 21 hours to be worked over 3 days p/w)

Salary: £37,213 FTE (including London weighting – pro-rated to £22,328 at 0.6FTE) (NJC scale 22–27)

Annual leave: 25 days pro-rated (15 days) (rising to 30 days pro-rated (18 days) after 5 years) + 2 additional days + office closure between Christmas and New Year, in addition to public bank holidays.

Other benefits: 7% employer pension contribution, cycle to work scheme and employee assistance programme.

Purpose of the role

This role is the operational and data backbone of the Development team. The post-holder will own the fundraising CRM (Beacon) and the accuracy of the income records that flow through it, will keep our donor administration and stewardship running smoothly, and will ensure that day-to-day contact with supporters is handled promptly and well. Working closely with the Head of Development, the postholder helps identify opportunities to deepen donor relationships, and supports the events and research activity upon which PRT's fundraising relies.

Key responsibilities

CRM, data and finance reconciliation

- Own the day-to-day administration, maintenance and continuous improvement of the fundraising CRM, keeping data accurate, well-structured and reliable.
- Lead the regular reconciliation of Development and Finance records, working closely with the Head of Finance so that income is recorded correctly and both systems always align.
- Maintain the online giving platforms and ensure donations, Gift Aid declarations and donor records are processed promptly and accurately.

Donor administration and stewardship

- Act as the first point of contact for supporters and members of the public, dealing with enquiries, gift queries, changes to standing orders and bank details, and requests for information by telephone, email and post.
- Process and acknowledge donations promptly, ensuring donors at every level are thanked appropriately and that stewardship communications are delivered on time.
- Support the stewardship of regular and individual donors and, working with the Head of Development, flag donors whose giving or engagement indicates potential for further cultivation, so that opportunities are identified and acted upon.

Events and research support

- Support the delivery of the annual events programme, coordinating with contracted event organisers and suppliers, managing invitations, RSVPs and guest records, and ensuring attendance and follow-up data is captured accurately on the CRM.
- Liaise with commissioned corporate and prospect research providers, maintaining clear records of prospects and research outputs.

General

- Maintain excellent working relationships with other teams across the organisation, especially Finance, Communications and service delivery.
- Work in an organised manner, managing deadlines effectively and responding flexibly to changing priorities.
- Occasional flexibility to work outside normal office hours for events and networking opportunities.

Person specification

	Essential	Desirable
Experience and qualifications	• Strong experience of administering and developing a CRM or fundraising database, including data structure, data quality and reporting. • Experience of reconciling financial or income data, or working closely with a finance function, with high numeracy and excellent attention to detail. • Proven administrative experience supporting a small and busy team, managing competing deadlines. • Experience of customer service or donor relations, acting as a first point of contact. • Experience of maintaining accurate records (e.g. donor records, contact details, financial data).	• Experience of working in a fundraising or charity environment. • Familiarity with Gift Aid and online giving platforms. • Understanding of major donor identification and donor journeys.
Knowledge	• Understanding of the donor journey.	• Knowledge of the voluntary sector. • Understanding of the criminal justice sector.
Skills	• Exceptional organisation and accuracy, with a methodical approach to data and records. • Confidence working with databases and numerical information. • Considerable experience of using Microsoft 365. • Ability to work both independently and as part of a small team. • Clear and professional written and verbal communication. • Strong planning and the ability to deliver to deadlines.	
Personality, style and behaviour	• A genuine and enthusiastic commitment to the values, vision and goals of the Prison Reform Trust.	

Equality and diversity

PRT is proud to be an inclusive organisation where everyone can contribute, feel valued, and thrive. We believe that people come into our organisation with a unique set of skills, experiences and potential, and we are committed to giving these equal value in everything we do. We strive to create a culture of trust, compassion and respect and hold ourselves to account for the enactment of our values.

We recognise the unique insight and expertise that people with lived experience of the justice system bring to our work. A criminal conviction is not considered a barrier to employment or involvement with

PRT. Instead, we actively value lived experience as a strength that enriches our organisation and supports more effective and compassionate reform.

How to apply

If you are interested in the role please submit a formal covering letter – of no more than two sides of A4, outlining how you meet the points in the above person specification – and a copy of your CV.

Please send your application to Edward Smyth, Head of Development – at edward.smyth@prisonreformtrust.org.uk – by **midday on Friday, 7th August 2026** with the subject line **Development and Database Officer Application**.