

JOB DESCRIPTION

Job Title	Supporter Database Manager
Location	Hybrid (2 days per week in London Office: 50 Featherstone Street, London, EC1Y 8RT)
Mission	Medical Aid for Palestinians (MAP) works for the health and dignity of Palestinians living under occupation and as refugees. MAP is the leading UK charity delivering health and medical care to those worst affected by conflict, occupation and displacement, in the occupied Palestinian territory and Lebanon.
Job Purpose	<p>The Supporter Database Manager is responsible for the effective operational management of supporter data within the Supporter Operations and Insights team. The role ensures high standards of data quality, accurate data imports, and reliable information to support fundraising, campaigning, supporter care and organisational decision-making.</p> <p>The postholder works closely with Finance on income processing and financial reconciliation, and with the Digital, Data and Technology (DDT) team on day-to-day system usage and requirements. The role does not hold CRM system ownership, focusing instead on data integrity, operational processes and team leadership, as this responsibility resides within the DDT team.</p>
Hours	Full time (35 Hours)
Reporting to	Head of Supporter Operations and Insights
Line management	Senior Supporter Database Officer and Supporter Database Officer
Key Internal Relationships	Finance team, CRM Product Lead, Performance and Insights Manager, Data Protection Officer, Managers across Fundraising, Communications and Campaigns.
Key External Relationships	Sector peers, Database Suppliers, Response Handling agencies, Payment processors and platforms
Contract	Permanent

This job description does not form part of your contract of employment and can be amended from time to time as the needs of the organisation require.

Key Responsibilities

Leadership & Team Management

- Motivate and manage the Supporter Database team, including a Senior Officer and an Officer
- Set clear objectives, priorities and performance standards for the team
- Provide coaching, support and development to build knowledge, skills and resilience
- Foster a culture of accuracy, accountability and continuous improvement
- Collaborate with the CRM Technical lead (DDT) on design of the database, to ensure requirements are fit for CRM users

Supporter Data Management

- Oversee the day-to-day management of supporter data to ensure accuracy, consistency and integrity
- Establish and maintain data standards, processes, and documentation
- Manage the performance of third-party data processors, meeting the requirements of internal teams.
- Lead on data cleansing, deduplication and quality assurance
- Act as the first point of escalation for complex data issues

Data Imports & Processing

- Manage and quality-assure supporter data imports from internal and external sources
- Regularly seek improvements in data import processes, making efficiency savings where possible.
- Ensure data import and quality validation processes are effectively documented and followed.
- Troubleshoot and resolve data issues arising from imports, working with colleagues as required
- Maintain oversight of import schedules and dependencies

Financial Reconciliation & Controls

- Work in close partnership with the Finance team to ensure accurate income processing and reconciliation
- Oversee reconciliation between the supporter database, payment platforms and finance systems
- Support financial reporting and audit requirements relating to supporter income
- Identify and resolve discrepancies, maintaining strong financial controls

Compliance & Data Governance

- Ensure all supporter data is handled in compliance with GDPR, data protection legislation and fundraising standards
- Oversee consent management, suppression processes and audit trails
- Identify and escalate data protection or governance risks where appropriate

Stakeholder & Cross-Team Working

- Shape processes to enable and directly support related CRM sub-teams: Performance & Insights and Supporter Care.
- Act as the operational link between Supporter Operations and Insights and CRM/Technology teams, providing user insight and business requirements which may require development of the system
- Work closely with colleagues across Fundraising, Supporter Care, Advocacy, Campaigns and Communications, Finance, Digital, Data and Technology teams
- Contribute to cross-organisational projects where data expertise is required

General Responsibilities

- Support the mission, ethos and values of MAP.
- Maintain and improve competencies through continuous professional development.
- Treat with confidentiality any personal, private or sensitive information about individuals, organisations, clients or staff and MAP data.
- Undertake any other organisational duties, as requested by the line manager

Personal attributes and other requirements

- Commitment to anti-discriminatory practice and equal opportunities
- Ability and willingness to work in the London office every week
- Ability and willingness to work weekends/evenings in emergencies

Note: We encourage all interested applicants to apply even if they don't meet all criteria in the person specification.

PERSON SPECIFICATION

EXPERIENCE

Essential

- Strong experience working with CRM databases (preferably with MS Dynamics)
- Good experience in supporter, customer or membership database management
- Experience shaping and improving database processes.
- Expert understanding of data governance principles, fundraising regulations and relevant legal frameworks.
- Knowledge of financial processes and experience supporting finance teams.
- Advanced MS Excel skills and proficiency in SQL
- Strong knowledge of income processing and financial reconciliation processes.
- Experience contributing to CRM system design
- Strong problem-solving capability, including resolving data discrepancies
- Confident working with multiple suppliers and across third party platforms
- Willingness to attend the London office at least two days per week

Desirable

- Previous experience leading a database team in a charity context
- Experience enabling fundraising and campaigns communications
- Proven experience of managing and developing staff

PERSONAL ATTRIBUTES

Essential

- Commitment to a zero-tolerance policy on sexual exploitation and abuse/safeguarding
- Commitment to anti-discriminatory practice and equal opportunities
- Demonstrate commitment to MAP's mission and core values through integrity, professionalism, respect for diversity, and a passion for improving the health of Palestinians.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively.
- Ability to work occasional evenings and weekends, as required.
- Treat with confidentiality any personal, private or sensitive information about individual organisations, clients, staff, volunteers and MAP data.

Note: we encourage all interested applicants to apply, even if they don't meet all criteria within the person specification