



RECRUITMENT PACK

DATA OFFICER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Data Officer (BDCH6244)



Department/Team

Data & CRM



Location

Battersea, London (hybrid)



Salary & Grade

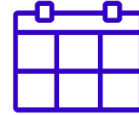
£29,700 per annum

Grade D



Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



Duration

12-month fixed term contract

ABOUT THE ROLE

To support the Data Services Team to clean the structure and data of the Income Generation CRM, Raiser's Edge. In addition, this role will support Business as Usual activity to assist Income Generation reach their ambitious targets as part of their new 5-year strategy.

RESPONSIBILITIES

	Estimated % time
Database structure & data clean up	70%
<ul style="list-style-type: none">• Assess and refine all constituent attributes on Raiser’s Edge, working with key stakeholders to agree final list.• Assess and refine all constituent codes (a categorizing system for our supporter records), working with key stakeholders to agree final list.• Review all appeal information we store on Raiser’s Edge and determine any gaps. Work with relevant stakeholders to update missing information.• Assess and refine our current legacy proposals structure on Raiser’s Edge, working with key stakeholders to agree a streamlined structure.• Assess and refine all action types on Raiser’s Edge, working with key stakeholders to agree a final list.• Using CRM technical/SQL skills, implement any of the above amendments agreed with stakeholders.• Communication with Income Generation, Digital and Finance on updates being implemented to our CRM database.• Support the Senior Data Officer with the implementation of our duplication strategy (merging any duplicate records on Raiser’s Edge).• Support the Senior Data Officer with streamlining all import processes.	
Data Services Team BAU Support:	20%
<ul style="list-style-type: none">• Run ad-hoc/regular bulk data imports into the Raiser’s Edge Database from internal systems (webforms) and third-party agencies to ensure Data Import SLAs are met each month. Manage expectations by effectively feeding back any delays with the relevant stakeholders.	
Database Training:	10%
<ul style="list-style-type: none">• Deliver Raisers Edge training sessions to new staff members.• Deliver ad-hoc training on new developments as required.• Ensure that all user processes are documented and maintained.• Provide technical training on new processes for Data Services Team staff.	

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

DECISION MAKING AND ACCOUNTABILITIES

DECISION MAKING

- Prioritisation and scheduling own work to deliver high standards of data quality.
- Advise on best practice in using Raisers Edge.
- Stakeholder management through effective communication in relation to the database clean up.

ACCOUNTABILITIES

- Compliance with the Data Protection Act.
- Delivery of training and support to users of the Raisers Edge.
- Achieve the highest standards of data quality.
- Ensuring that fundraising data is useful and available to inform decision making.

PERSON SPECIFICATION

ESSENTIAL

- Outstanding Relational Database skills, preferably with Raisers Edge. In depth knowledge and proven experience of working at an advanced, autonomous level.
- Experience of using SQL to manipulate large data sets and proactively identifying data quality issues and areas for development.
- Excellent stakeholder management skills with proven ability to engage with various stakeholders at any given time.
- Able to communicate complex data, analysis and processes to non-technical staff either in written or verbal formats.
- Proven ability to identify enhancements to data structures and to implement plans to resolve.
- Proven experience of working constructively and collaboratively with colleagues from different teams.

DESIRABLE

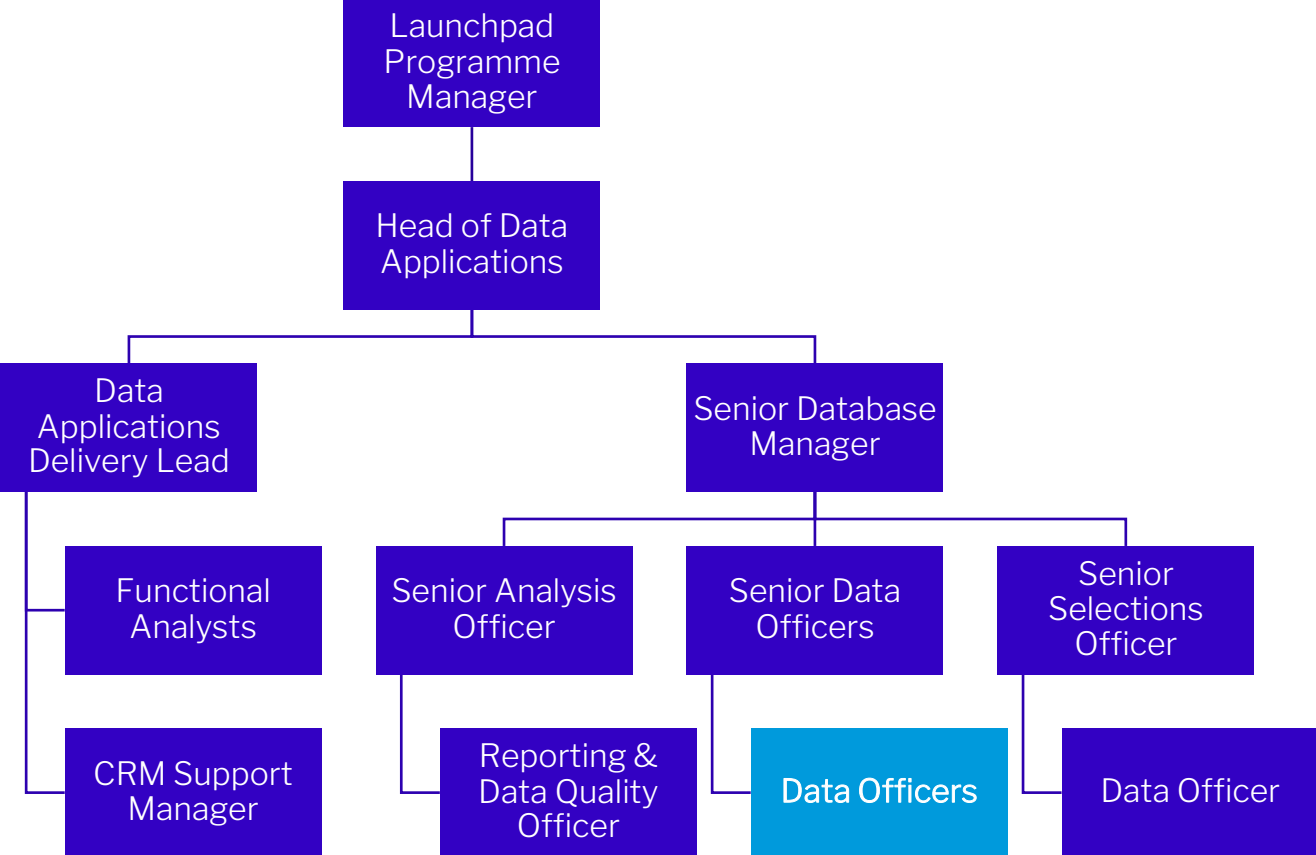
- Experience of database support in a charity environment.
- Knowledge of Gift Aid processes.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

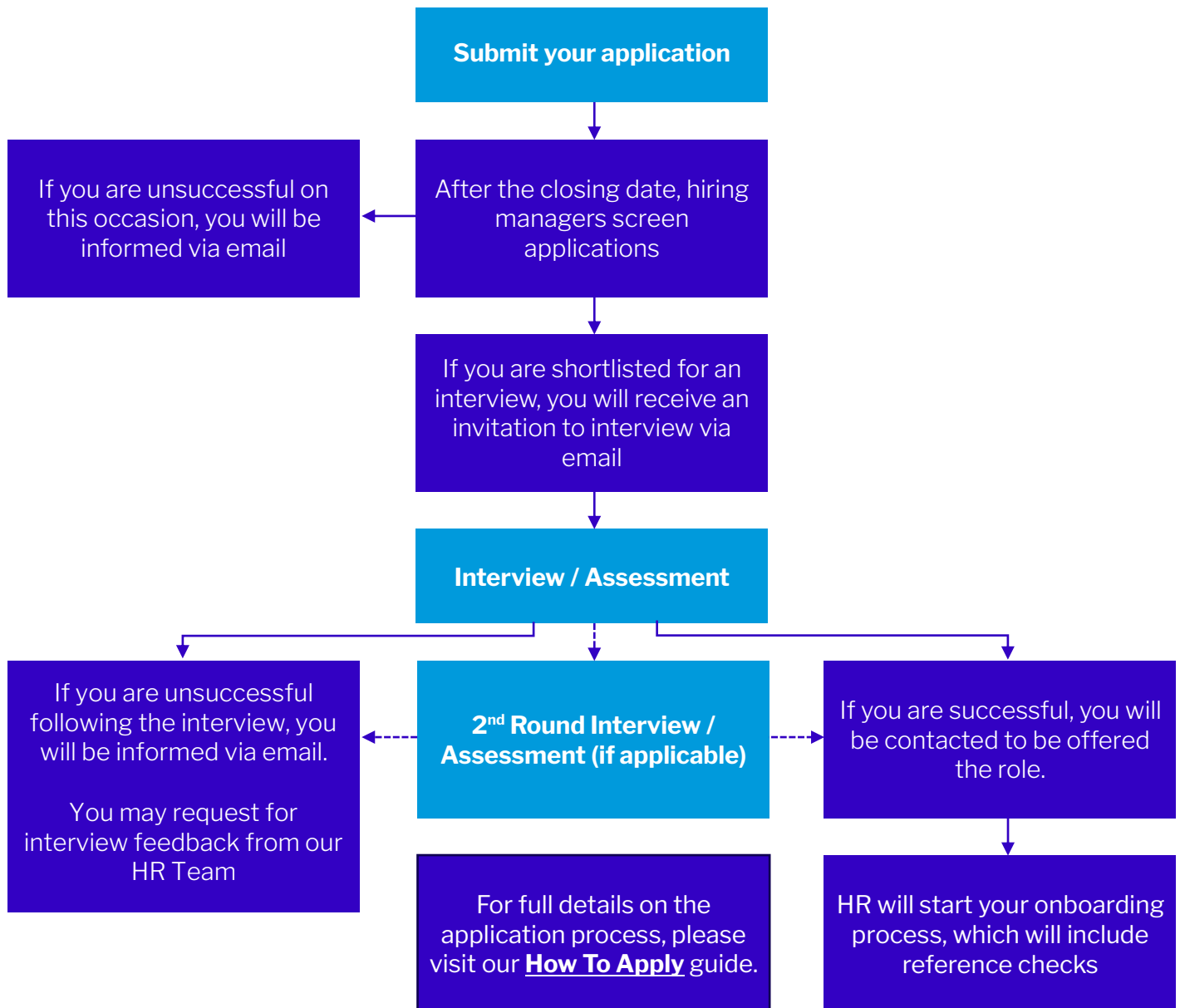
11th March 2025



Interview Date

w/c 17th March 2025

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

Patron HRH The Duchess of Cornwall GCV
President HRH Prince Michael of Kent GCV

