



Senior Database Officer



Join Operation Smile UK and change lives.

We are seeking a Senior Database Officer to join our Data Team in the Operations department. This full-time position reports to the Senior Database Manager and will collaborate closely with a Database Officer.

As a key member of our team, you will play a vital role in maintaining the accuracy and compliance of our Donorfy database. You will maintain and enhance our Donorfy database, clean, process, and import data from various sources, provide database support to colleagues across the organisation, and collaborate with the Senior Database Manager on database development projects. You will be flexible, able to work under pressure and manage a busy and sometimes competing workload.

Operation Smile is a global nonprofit specialising in cleft surgery and care. We provide medical training, education and mentorship to surgical teams around the world, along with expertise, research and care through our staff and volunteers, working alongside local governments, nonprofits and health systems.

Job Description:

Job Title: Senior Database Officer

Reports to: Senior Database Manager

Direct reports: N/A

Job Location: London (Wandsworth Town)

Salary: £32,000-£34,000 per annum depending on experience

Contract: Full-time permanent

Working Arrangement: Collaborate with your colleagues in-person two days per week at our London office. Candidates must reside within a commutable distance of Greater London.

Job Purpose: Operation Smile UK seeks a passionate Senior Database Officer to manage the front end of its Donorfy CRM system. Working with the data team, you will promote effective CRM use across the organisation, ensuring efficient, regularly reviewed data management processes. Maintaining data accuracy and integrity is crucial, as is securely importing and exporting data to support various teams and provide insights to increase fundraising potential. This position presents a potential career path towards a managerial role for high-performing individuals.

Key Responsibilities:

1. Donorfy (CRM) Management

- Responsible for the front end day to day management of our Donorfy CRM.
- Set up and train new starters on the CRM
- Support and training existing staff to ensure effective use of the CRM
- Manage the flow of financial and non-financial data from third-party platforms and agencies, as well as direct income and data streams. This will include cleaning and preparing data, as well as importing it into Donorfy
- Undertake routine data cleansing and quality control processes to ensure the database is accurate, such as de-duplicating.

- Managing the data specifications and briefs for fulfilment agencies, including undertaking monthly quality analysis of data received from agencies
- Set up and manage Donorfy triggers, workflows and mail merges
- Liaise with Donorfy support, external agencies (MAST) and the wider team to further streamline any data-led processes

2. Financial Reconciliation

- Reconcile income processed and investigate any variances, including following up with fulfilment agencies, fundraising teams, platforms etc.
- Run monthly Gift Aid Claims for eligible single gifts and recurring gifts
- Produce various monthly reports, such as donation reports for fundraising teams and deferred income/restricted income reports to finance
- Produce and maintain the Donorfy custom accounts download

3. CRM Integrations

- Manage and maintain the custom API online income integration between Donorfy and Gravity Forms via the OSUK website
- Manage and maintain the Dotdigital email marketing integration
- Manage and maintain the Enthuse and Justgiving integrations

4. Reporting, Insight and Data Selections

- Support the Senior Database Manager to build/test reports and dashboards via SQL or Power BI to report on key performance indicators and targets
- Monitor existing Power BI reports set up each monthly to ensure they are accurate and report any fixes to the Senior Database Manager
- Run data selections for small scale campaigns as required by the Senior Database Manager

5. Operational Support and General Tasks

- Backfill the Database Officer and Senior Database Manager roles in their absence
- Assisting the Senior Database Manager with SQL projects and automated workflows
- Keep procedure guides up to date for processes routinely undertaken
- Undertake quarterly audits on large gifts and gift aid declarations/claims

Person specification

| | Essential | Desirable |
|-------------------|---|------------------------|
| Experience | Experience in administrating, configuring and developing a fundraising CRM system | Donorfy CRM experience |
| | Strong Excel skills | SQL knowledge |

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| | Experience in providing support to end users | Power BI dashboard development experience |
| | Monthly financial reconciliation experience | Experience in managing CRM integrations |
| | Strong understanding of Direct Debit and Gift Aid | Strong Microsoft Access skills |
| | Excellent attention to detail | Experience in reporting and analysis |
| | Strong analytical mindset | |
| | Knowledge of GDPR and fundraising code of practice | |

Staff Benefits

- Hybrid Working
- Season Ticket Loan
- 25 days annual leave
- 1-day additional holiday each year to a maximum of 30 days annual leave
- Additional days off over the Christmas period
- Cycle to Work Scheme
- Enhanced maternity and sick pay benefits, subject to length of service
- 6.1% employer pension contribution
- Access to the Employee Assistance Programme, a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general well-being. The EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. Services available include,
 - Life Support Counselling
 - Legal Information
 - Bereavement Support
 - Medical Information
 - Online CBT

Disability Confident Committed Employer

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

At Operation Smile UK, we see people first and foremost for their performance and potential. We are committed to building a diverse and inclusive organisation that supports the needs of all. As such we will make reasonable adjustments at interview through to



employment for our candidates and strongly encourage applications from a diverse candidate pool.

If you require access to this document in alternate formats, or any other adjustments or for help with your application please contact hr.uk@operationsmile.org or call 020 8338 0088.

Equality, Diversity & Inclusion

Operation Smile UK knows fundraising could better reflect the diverse backgrounds and experiences of the people the charity sector supports. If you think you meet some of the criteria for a role and would like to discuss how your other experience might transfer, please ask us for a chat. We're here to support you. Appointments will be made on merit alone and we will gladly make reasonable adjustments to always ensure a fair process.