

Supporter Data Executive, September 2024

Job title:	Supporter Data Executive
Department:	Data, Digital & Technology
Reporting to:	Interim Data Selections Manager
Salary:	£43,491 per year pro rata
Hours:	28-35hrs per week
Location:	Hybrid in line with Crisis policy. Team based from London office.
Contract type:	Fixed term until end January 2025

Aim and influence

- Working within the Supporter Data Team, the Supporter Data Executive will assist the team in campaign and data management for Fundraising Supporter Appeals.
- Using FastStats to deliver complex data selections and extracts for the integrated, multi-channel communications strategy across the department.
- Work to improve data quality and ensuring corrections are updated in Raisers Edge.

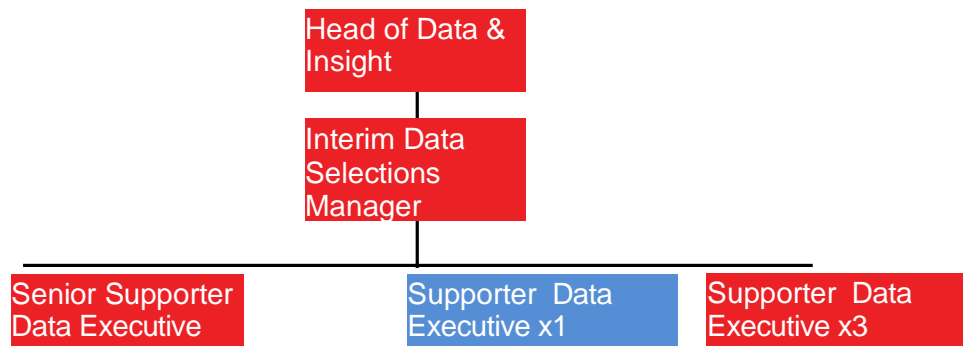
Financial and supervisory responsibility

- None

Other key details

- Flexible hybrid working from any Crisis location. Monthly team meetings and occasional other meetings in or near the London office.
- Occasional extended hours as required. Time Off in Lieu (TOIL) will be given in accordance with Crisis' TOIL policy

Organisational chart



Please note structure is subject to change

Job responsibilities

- Analyse requests through data selection briefs and deliver selections for time-critical communications through email and post.
- Assist with data integrity and quality checks ensuring that selections are checked and tested appropriately before delivery.
- Assist internal teams with CRM coding structures ensuring all income is properly tracked.
- Maintain and update supporter records through regular pre and post appeal data cleansing and appending. Liaise with key suppliers from mailing houses, data brokers and data cleansing agencies.
- Ensure that data is processed in such a way to ensure all relevant supporter legislation is adhered to, referring to guidance from the Fundraising Regulator, Information Commissioner's Office (ICO) and General Data Protection Regulation (GDPR) and any other relevant codes of practice.
- Maintain proper documentation, work to and support improvement of practice within the team.
- Maintain good working relationships with creative and fundraising agencies, print suppliers, mailing houses and relevant internal departments.

General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people.
- Comply with Crisis policies and procedures, including Health and Safety policies
- Carry out duties that may reasonably be required in the light of the main purpose of the job.
- Adhere to professional standards published by the Institute of Fundraising and the Fundraising Standards Board.

Person Specification

Essential

- 1 Proven experience of making complex data selections for direct marketing purposes
- 2 Experience of extraction and manipulation of large datasets
- 3 Advanced Microsoft Excel skills with proficiency in complicated pivot tables, v-lookups, conditional formatting etc
- 4 Experience of project managing direct marketing fundraising campaigns from a data perspective
- 5 Experience of using a CRM to a high technical level
- 6 Ability to work on own initiative, and a strong proactive approach to ensuring high quality delivery to meet deadlines
- 7 Excellent communication skills to work smoothly with stakeholders, especially interacting with colleagues who don't have a technical background
- 8 High level of computer literacy including key Microsoft Office packages (Word, Outlook, SharePoint)
- 9 Strong knowledge of current data protection requirements
- 10 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 1 Experience using Faststats or SQL to deliver data selections
- 2 Experience using Raisers Edge
- 3 Experience working in a data role in a charity environment
- 4 Experience of using JIRA as a project management tool
- 5 Experience of working with MS Office 365

We value diversity, promote equality and encourage applications from people of all backgrounds. We particularly welcome applications from people with lived experience of homelessness.