



START SOMETHING

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Supporter Data Manager – Selections and Imports	PAY BAND:
FUNCTION:	Fundraising, Brand and Marketing	Support Delivering
THE TEAM:	The Supporter Performance and Operations Team drive the performance of our fundraising efforts. We partner with colleagues to improve the quality and efficiency of our supporter facing activities.	Specialist/Managerial Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

Director of Fundraising	Deputy Director of Fundraising	Senior Head of Supporter Experience and Data	Supporter Data Manager – Selections and Imports
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Young people need us more than ever and we will be there for them. Every year, we need to raise around £50m. This role will play critical part in raising the money we need to help young people. This role will be responsible for developing and delivering the fundraising data ways of working, processes, and activities to help drive our fundraising performance.

WHAT WILL YOU DO?

- Partner with fundraising teams to determine campaign objectives and supporter segmentation requirements in order to fulfil ambitious selection requirements
- Develop data selection strategies to target specific supporter groups based on agreed parameters, to maximum learnings and cost-efficiencies in only targeting the best prospects
- Responsible for importing supporter data into Raiser’s Edge on a timely basis from a variety of platforms, ensuring accuracy and integrity of the data is maintained
- Develop robust income import routines to support the Supporter Care team with reconciling income on a less manual and timelier basis
- Support with the development of a mid-value data segment to allow the Individual Giving team to provide more bespoke targeted engagement to this level of donor
- Support the driving of email consent and Gift Aid mop-up campaigns
- Support the Marketing team by acting as the gatekeeper for all supporter data, ensuring we are optimising our contact with supporters and building robust supporter journeys
- Maintain documentation of data selection processes, criteria, and outcomes, including the development of robust definitions around data segmentation
- Review data selections process to identify efficiencies and improve visibility of data to our stakeholders through better usage of our data warehouse and Tableau
- Use expertise to support the development of the marketing module in the new CRM (Dynamics 365).
- Responsible for actively contributing to an equitable, diverse and inclusive workplace.



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THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Excellent relationship management and communication skills, with the ability to translate complex data into meaningful insight for Fundraising colleagues.	You will work collaboratively with colleagues across our fundraising teams to help them make the most out of their data.
Experience of developing integrations and importing data through ETL, importing tools or APIs.	To enable us to have timely data on the database and provide a single supporter view for fundraisers.
Ability to work independently and as part of a team.	To be able to complete pieces of work with minimal supervision and bring in the team for support when required.
Understanding of Equality, Diversity & Inclusion principles and a commitment to apply them.	To support the Prince's Trust commitment to represent the communities we serve.
Experience	Why do we need this?
Experience of working with a fundraising database and data driven fundraising or sales role.	To help colleagues get the most out of our fundraising data to help us raise as much money to help young people.
Experience of running complex data selections for marketing campaigns.	To enable us to target our audiences, reach our best prospects and improve our ROI.
Experience of managing multiple pieces of work and conflicting priorities.	To prioritise multiple workstreams to ensure they are delivered to a high standard.
Experience of developing data controls and processes with a strong control ethos and ways of working.	To ensure that our fundraising data infrastructure and processes are efficient, compliant and of high quality.

WE WOULD LOVE IT IF YOU COULD DO THIS

Skills and Knowledge	Why do we need this?
Understanding of data modelling principles, with the ability to use data to influence business processes	To utilise your experience and knowledge to support the selections and import processes.
Strong knowledge of working with coding language(s) for data analysis e.g., SQL, R, Python (SQL primarily used for this role)	To bring insight on how to manipulate data and build sustainable processes and reports that help us drive our fundraising performance.
Strong working knowledge of Data Protection and GDPR principles, along with experience of implementing a data retention schedule..	To ensure data quality maintained and compliance with GDPR requirements.
Experience of using business reporting tools such as Tableau, Power BI, Metabase.	To provide a window for visibility of data segments and data counts to our fundraisers to allow them to self serve.
Experience	Why do we need this?
Experience of working with Raiser's Edge 7 and Importomatic.	To ensure that our fundraising data infrastructure and processes are efficient, compliant and of high quality.
Experience of operationally supporting a broad and diverse fundraising data portfolio.	To provide a good understanding of fundraising practices so you can best understand and meet their requirements.
Experience of championing the development of new innovative and agile approaches of working.	To support the team to adopt new and better ways of working.






WHAT DO WE EXPECT FROM YOU?



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OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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Here at The Prince's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change</p>	<p>You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions</p>	<p>You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same</p>

THE WELFARE OF OUR YOUNG PEOPLE

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment we undertake basic disclosure checks in accordance with the Codes of Practice for all roles within the Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.