



SUPPORTER DATABASE OFFICER JOB DESCRIPTION

Job Title	Supporter Database Officer
Location	London, United Kingdom
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 (oPt) and Lebanon.
Contract	Permanent
Hours	Full-time (35 hours per week)
Responsible for	Supporting the effective development and maintenance of MAP's CRM system by delivering complex data imports and making system design recommendations.
Reporting to	Supporter Database Manager
Key Internal Relationship	Senior Supporter Database Officer, Dynamics 365 Lead, Performance & Insights Team, Fundraising Team, Finance Team
Key External Relationship	CRM Consultancies, Fulfilment Houses, Payment Processors

This job description does form part of your contract of employment and can be amended from time to time as the needs of the organisation require.



Duties & Key Responsibilities

Data Imports & Quality

- Carry out and quality-assure regular, complex data imports from payment providers, response handling agencies and internal teams.
- Manage the secure transfer, storage and handling of data from third-party suppliers.
- Follow data import processes and support the team with process improvement when necessary.
- Support the Senior Supporter Database Officer with ensuring that data import and quality processes are effectively documented.

Income Processing & Financial Reconciliation

- Support with timely income processing, ensuring correct fund, project, restriction and method codes are applied.
- Work closely with Finance to complete daily and monthly financial reconciliation in line with agreed deadlines.
- Investigate and resolve discrepancies between finance systems, payment platforms and the CRM.
- Ensure audit trails, financial controls and documentation are maintained.

CRM Design & Requirements

- Work with Fundraising colleagues and audience managers in other teams to understand their CRM requirements.
- Support with the testing of new CRM products and enhancements such as new third-party platform integrations.

Governance & Compliance

- Adhere to MAP's data protection and compliance policies when handling data.
- Maintain accurate consent and suppression records.
- Identify and escalate data quality or compliance issues where necessary.

Reporting & Data Support

- Respond to and act upon queries from Fundraising's Performance & Insights team who oversee analysis and data selections.
- Respond to adhoc data queries from internal stakeholders.

Team & Leadership

- Support the team to write up user documentation.
- Work with the Senior Supporter Database Officer to develop and facilitate varied training for different user groups for instance Individual Giving, Supporter Care.



- Deputise for the Senior Supporter Database Officer when required.

Person Specifications

Essential

- Experience working with CRM databases (preferably with MS Dynamics) or with large datasets.
- An understanding of data import processes.
- Strong MS Excel skills and a willingness to learn SQL.
- Awareness of income processing and financial reconciliation processes.
- Experience contributing to CRM system design
- High degree of accuracy and attention to detail
- Strong problem-solving capability, including resolving data discrepancies
- Flexible and adaptable
- Ability to meet deadlines in a fast-paced environment
- Strong communication and teamwork skills
- Awareness of the GDPR, fundraising regulation and financial controls
- Willingness to attend the office at least two days per week

Desirable

- Previous experience of working in the CRM team of a charity
- Experience enabling fundraising communications e.g., through direct mail, supporter journeys
- Experience working with supporter, customer or membership data
- Experience working with SQL
- Experience with data visualisation (preferably using Power BI).

Personal attributes and other requirements

- Commitment to a zero-tolerance policy on sexual exploitation & 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.
- Availability 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.