



**Post:** Operations and Database Officer  
**Division:** Development  
**Pay Band:** C

### Job Description

#### Key Responsibilities

- To manage all team processes and systems to ensure the smooth running of all development operations – managing and analysing data, processing gifts, dealing with general enquiries, leading on 'operations projects', working alongside Finance and assist colleagues with financial, data and process support.
- To have overall responsibility for the inputting and updating of all supporter information and associated donations onto the CRM – Raiser's Edge, ensuring accuracy and integrity of all records, including correct coding of income.
- To develop systems to improve the efficiency of data entry / imports and management within the database, identifying and implementing improvements to working practices to drive efficiencies and improve supporter experience.
- Working with RBGE Data Protection Officer, to be responsible for the Development Team's Data Protection and fundraising regulatory compliance. To include working with staff and volunteers to ensure that all requirements are met or exceeded and that an appropriate archiving system is implemented. To keep up to date with new developments in fundraising regulation and make any necessary changes to policy and practice.
- Enable effective segmentation of the database and provide accurate supporter mailing data for campaigns/appeals and events to maximise mailings' return on investment while ensuring that mailing preferences of recipients are adhered to.
- Lead on the preparation and delivery of insightful monthly reports to provide budget holders, fundraisers, and Programme Boards with an accurate measure of past and anticipated future fundraising performance.

#### Specific Responsibilities

- Develop and maintain a good understanding of RBGE fundraising and membership activities and build relationships with staff to actively support their work.
- Proactively use Raiser's Edge as a valuable analytical tool, looking for ways to use the database to enhance fundraising and membership communications, as well as identifying and seeking to remedy any problems with the database which limit fundraising or membership success/efficiency, or which negatively impact supporter experience.
- To help advise and support the expansion of CRM usage across RBGE, and help to ensure that the organisation maximises the benefits of its data.
- To manage our account with our CRM provider to ensure that we receive appropriate products, training, and support.

- Responsible for developing and running data checking and carrying out updates/maintenance, from various sources, to ensure data is of the highest quality.
- Oversee the charity's Gift Aid process, including responsibility for maximising revenue.
- Champion the effective use of the database amongst staff and volunteers as both an effective fundraising and communications tool as well as promoting the benefits of good quality data and the positive results it can yield.
- Identify training needs and design and deliver appropriate training on Raiser's Edge to staff and volunteers as required.
- To inform and oversee any upgrades to the data system, and co-ordinate and deliver the relevant training to staff and volunteers.
- Promote and facilitate excellent donor stewardship across the organisation to maximise retention.
- Develop and maintain strong, professional and positive relationships with supporters, donors, volunteers.

### Person Specification

1. Skills/Aptitude:	Essential requirements	Desirable for post
Significant previous operations & database experience supporting fundraising, the methodologies and tactics to ensure success	x	
Resourceful and proactive as someone who enjoys working with data and is able to approach new systems with ease	x	
Proactive self-starter able to work under minimal supervision	x	
Ability to plan, prioritise and manage a number of projects simultaneously from start to finish, meeting demanding timescales and dealing with conflicting priorities	x	
Highly organised and solution focused with great attention to detail	x	
An assured and confident communicator with the ability to summarise complex information with clarity, brevity and speed	x	
A self-starter with an efficient and hard-working approach	x	
Ability to maintain a high level of confidentiality and integrity at all times	x	
Flexible, with a willingness to work non-traditional hours and be available to help with various development and fundraising events as required.	x	

<b>2. Knowledge:</b>	<b>Essential requirements</b>	<b>Desirable for post</b>
Sound financial insight and good knowledge of UK charitable giving, data protection and taxation law as applies to fundraising, and the Fundraising Codes of Practice	x	
Highly proficient user of Microsoft Office products and CRM systems, preferably Raiser's Edge	x	
Experience of administering charity Gift Aid scheme	x	
Experience of data analysis		x
An active interest in and understanding of RBGE, and a passionate belief in its mission	x	

<b>3. Professional Qualifications:</b>	<b>Essential requirements</b>	<b>Desirable for post</b>
Institute of Fundraising membership		x
A relevant degree, professional qualification or equivalent professional experience		x