

**ABF The Soldiers' Charity
Job Description**

Title:	Database Support Officer
Location:	ABF The Soldiers' Charity (National Office) Mountbarrow House 6-20 Elizabeth Street London SW1W 9RB
Salary & Benefits:	<ul style="list-style-type: none"> • Circa £28,000-£32,000 • One month's notice • 30 days holiday plus Public Holidays, Grant Days at the discretion of the Chief Executive • Travel allowance & season ticket loan facility • Discretionary Contributory Pension Scheme
Reporting to:	Head of Individual Giving
1. Job purpose:	To provide database management support for fundraising staff using Raiser's Edge (RE) database.
2. Key activities:	<ul style="list-style-type: none"> • Produce segmented data selections for appeal/event mailings to schedule and to brief • Output & check data for appeal mailings & supply in the format specified by external suppliers • Supply suppression files to external suppliers as required • Supervise importing of data from external sources/suppliers – e.g. response handling bureau, Just Giving, Blackbaud Net Community(BBNC), payroll giving, British Military Tournament (BMT) & Blackbaud Mobile. • Monitor, manage and regulate the processing & scanning of gift aid declaration forms from both central and regional donations • Set up campaign/appeal reports for each fundraising activity • Produce queries and database analysis reports that will help drive direct marketing activity • Maintain accurate and up to date records on the Raiser's Edge database by regularly screening database for errors and standard industry suppression files (e.g. Mortascreen, PAF and other data enhancements) • Support national fundraising and regional colleagues as required with the administration and management of regional donations and database usage • Provide training support to other members of staff as required • Assist Data & Business Intelligence Manager with specific cross organisational projects (e.g. clean up & restructure of RE database; revising and setting up new business processes) as

	<p>agreed with Manager</p> <ul style="list-style-type: none"> • Perform any other duties deemed appropriate by your manager
<p>3. Person Specification</p>	<p>Experience</p> <ul style="list-style-type: none"> • Substantial experience of using a CRM (customer relationship management) database, preferably in a fundraising environment (experience of using Raiser’s Edge database would be advantageous) • Experience of providing database support in terms of reporting, selecting, exporting, importing & cleaning data. <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to A level standard or equivalent business qualification <p>Work-based knowledge</p> <ul style="list-style-type: none"> • Proven understanding of the principles of database marketing, including segmentation and profiling • A good understanding of the data quality and control • A good knowledge of statistical principles with excellent numeracy skills and an ability to manipulate, analyse and interpret data and present it visually <p>Skills</p> <ul style="list-style-type: none"> • To be highly numerate • To have strong IT skills and technical knowledge • To have methodical, technical trouble shooting & problem solving skills, particularly in relation to financial and administrative processes • Proficiency in Microsoft Word, Excel and Outlook • Excellent statistical and analytical skills (an understanding of Crystal Reports and use of pivot tables would be advantageous) • Strong attention to detail and accuracy, especially with data checking and quality assurance • A team player, with a positive, solution-focused approach to work with the ability to build good relationships with staff & external suppliers • Ability to manage time effectively, work under pressure and manage a varied workload • To be able to work as part of a team, but also work independently using own initiative • Excellent verbal communication skills with the ability to communicate complex data issues and interpret statistical reports to non-technical staff <p>Must be willing to work outside of regular office hours from time to time.</p>