Job title:	Responsible for:	Reporting to:
Database Manager	Database management, fundraising support and user training	Chief Information Officer

Main purpose of job

ABF The Soldiers' Charity uses a fundraising database, currently The Raiser's Edge 7, with over 300,000 supporter records. The Database Manager will, in partnership with their fellow Database Manager, jointly manage the database. The role will focus on providing data support to fundraising and database user training within head office and at our thirteen regional offices. The post holder will also work in partnership with their fellow Database Manager to ensure compliance and provide data selections, analysis and insights. Additionally, the post holder will work with the IT team to ensure the database technical architecture works to the best advantage of the Charity.

Position in organisation

- Reports to the Chief Information Officer
- Alongside fellow Database Manager
- Operational support to fundraising
- Technical liaison with IT team

Primary Tasks

- Provide comprehensive support to all database users
- Manage the data requirements for fundraising campaigns and appeals
- Provide Raiser's Edge user induction training and follow up consistency training
- Ensure the database user guide is updated in line with business processes
- Manage the importing of internal and external sources of data
- Work with the IT team to assure the database technical infrastructure
- Manage front and back end database cleanse activities
- Manage the Gift Aid and Just Giving process

Secondary Tasks

- To work in partnership with their fellow Database Manager to:
  - ensure the use of the database remains compliant
  - provide complex data selections
  - assist in the management of database budget lines

Person Specification:

Experience & Skills

- Substantial experience of using The Raiser's Edge 7 database
- Excellent verbal communication with natural ability to instruct others, both face to face and over telephone
- Experience of delivering at-desk and remote training in CRM solutions
- Strong IT skills, proficient in Microsoft Office suite
- Strong attention to detail and accuracy, especially with data checking and quality
- Hands-on experience of Structured Query Language (SQL) and problem solving
- Experience of applying data analysis and reporting skills (crystal reports and pivot tables desirable)
- Understanding of the practical application of Gift Aid legislation

Qualifications

- Computer science or IT related qualifications desirable

Personal Characteristics

To succeed in this role and at The Soldiers' Charity you will require:

- The ability to manage your time and workload – showing resourcefulness and a head for problem solving
- A team player, with a positive, solution-focused approach to work with the ability to build good relationships with regional staff
- Ability to work independently, manage time effectively and work under pressure to meet short-notice deadlines
- The ability to effectively communicate with both head office staff and staff from our regional offices, promoting collaboration and working in partnership
- An understanding and commitment to the mission, vision and values of the organization
- A commitment to participation, diversity and equality in working relationships and practice

Special Job Circumstances

- Willingness to occasionally work unsociable hours
- Be prepared to travel across the UK to Regional Offices
- Clean, full UK driving license desirable

Agreed by:

Date:

Published Date: