

<p>Job title: Database and Fundraising Administrator</p>	<p>Responsible to: Individual Giving and Future Gifts Fundraiser</p>
<p>Role</p> <p>Reporting to the Individual Giving and Future Gifts Fundraiser, the Database and Fundraising Administrator will deliver an efficient and conscientious administrative and database management service to a busy Fundraising department. They will be responsible for the day-to-day maintenance of the data within the CRM (Raisers Edge) and will be able to support the rest of the team by being the department Super User. Working with the data manager when necessary, the role holder will maintain the integrity of the data in the system and will have the ability to diagnose and solve any issues that may arise. The role holder must be able to fit into a small, busy and growing team where the tasks require enthusiasm and focus.</p>	
<p>The main responsibilities of the Database and Fundraising Administrator are:</p> <ul style="list-style-type: none"> • To provide administrative support to the Fundraising team including editing/compiling and dispatching reports where required. • To be the department Blackbaud Raisers Edge Super User • To carry out regular data maintenance tasks including general data cleansing, data checks and imports • To complete the reconciliation of online payment platforms and importing donor data and payments • To work with the Finance department to process the weekly banking and input donations from various income streams onto the CRM in a timely manner • To be at the forefront of producing new ways to develop the department's existing systems and processes to make them more efficient • To monitor and process Civilian Payroll Giving data as required • To monitor and process the Charity Lottery data as required • To liaise with the data manager and Blackbaud customer services to diagnose and solve problems within the database • To prepare data, reports and analysis for the rest of the fundraising team • To represent the RNRMC in a polite and professional manner. • To accurately and efficiently administer donations and generate tailored thank you letters. • To liaise with the Grants and Communications departments in order to provide feedback to donors on how their gift is used • To ensure the highest levels of donor care are upheld in order to maintain supporter loyalty • To motivate and develop effective relationships with donors and fundraisers from within the naval family and beyond to ensure supporter retention • To represent the Charity at events when required by the department • Act in accordance with the Memorandum of Understanding between the Royal Navy and the RNRMC • To be the first point of contact in the absence of the Individual Giving and Future Gifts Fundraiser • To be the minutes taker on behalf of the Director of Fundraising and Communications at FMC meetings • To undertake any other task as directed by the line management. 	
<p>Person Specification</p> <p><u>Qualifications</u></p> <p>The role holder should be educated to A-Level or equivalent standard.</p>	

Experience

- 1+ years Blackbaud Raisers Edge experience within a data administrator role, or other role which involves extensive database use
- Experience of undertaking administrative tasks
- Proficiency in Microsoft Excel to an intermediate level
- Some experience of running queries and reports
- Experience of working in customer-facing roles
- Experience of working for a charity or not-for-profit organisation
- Working knowledge of Gift Aid

Skills

The role will see the post holder constantly having contact with people from both within and outside of the organisation and they must therefore have.

- An analytical and logical approach to tasks
- Strong prioritisation, time-management and organisational skills
- Flexibility and the willingness to learn new skills
- Able to use own initiative when required
- Ability to work alone and use own judgement
- Excellent written and verbal communication skills

Knowledge

A knowledge of Naval or military environments and/or third sector would be beneficial.

Attributes

- Self-motivated with the ability to use own initiative
- Ability to manage multiple tasks to time deadlines
- Strong attention to detail and accuracy
- A polite and professional manner
- Empathy with and support for the values, aims and objectives of the RNRMC
- A team player with an approachable and cooperative attitude
- Dependable – reliable with a determination to fulfil expectations
- Integrity – honest and ethical approach essential
- Resilient – able to deal calmly and effectively with unforeseen problems
- Able to give and receive constructive feedback in a measured and positive manner