Job title:	Responsible to:	Location:
Fundraising Database Officer	**Fundraising & Merchandise Manager**	**Whale Island, Portsmouth**

About the Royal Navy & Royal Marines Charity

The Royal Navy and Royal Marines Charity is the national charity of the Royal Navy. We recognise the demands placed on those who serve and their family members. It is the charity's belief that while one person joins, the whole family serves.

Through grant awards given to ships and units who are deployed, post-service transition, family support and care in old age, the RNRMC is helping to create a world in which the sacrifice that our serving men and women have made, is recognised, no matter what. We provide a safety net for those who find themselves in immediate need; supporting counselling services, offering mental health provision and giving those who need the most basic of help, a roof over their heads and a hot meal.

We support all members of the Senior Service, all rates and ranks, full-time and reservist and their families from the day they join and for every day thereafter.

Role

The Fundraising Database Officer will be the department Super User for Blackbaud Raisers Edge (including Raisers Edge NXT). They will deliver an efficient and conscientious administrative and database management service to a busy Fundraising department, being responsible for the accurate processing of income and data from a variety of income streams. This includes importing constituent and gift information into the CRM, and working with the finance department to ensure accuracy when completing the reconciliation process. They will have the ability to recognise streamlining opportunities in our current processes and will have previous experience of troubleshooting import errors.

Working with the Data Manager to attend quarterly meetings as the Fundraising team representative, the Fundraising Database Officer will support the Data Manager in keeping up to date with new Blackbaud products and system releases. Championing implementation of the new releases and app updates for the department shall be key in maintaining accurate representation of data and streamlining processes. The role holder will ideally have a working understanding of dashboards, creating queries and exports.

The role holder must be able to fit into a small, busy and growing team where the tasks require enthusiasm and focus.

Key Responsibilities

- Be the department Blackbaud Raisers Edge Expert
- To prepare advanced data, reports and queries for the rest of the fundraising team
- To liaise with the data manager and Blackbaud customer services to diagnose and solve problems within the database
- To carry out regular data maintenance tasks including general data cleansing, merging duplicate records, data checks and imports
- Ensure that all consent data being entered into the CRM is accurate and conforms to GDPR guidelines
- To complete the reconciliation of online payment platforms and importing donor data and payments
- To process and monitor income from a range of online payment platforms, including Online Express, the Charity lottery and Facebook.
- To be at the forefront of producing new ways to develop the department's existing systems and processes to make them more efficient
- To provide day-to-day fundraising administration support to the team, including processing daily gifts, coding them accurately, exporting to Raiser's Edge and thanking as appropriate
- 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 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 RNRMC in a polite and professional manner.
- Act in accordance with the Memorandum of Understanding between the Royal Navy and the RNRMC

To undertake any other task as directed by the line management.

Person Specification

<u>**Qualifications**</u>

The role holder should be educated to A-Level or equivalent standard.

<u>**Knowledge & Experience**</u>

Essential:

- 2+ years' experience of using Raiser's Edge and Raisers Edge NXT within a Fundraising or a charity database team role
- Demonstrable experience in effective running of the donation process, including gift aid data entry, outgoing receipts and letters.
- Demonstrable experience of running queries and reports
- Working knowledge of Gift Aid
- Experience of undertaking administrative tasks
- Proficiency in Microsoft Excel to an intermediate level
- Experience of working for a charity or not-for-profit organisation

Desirable:
- Experience of working in customer-facing roles
- Proficient user of Microsoft O365 suite of tools
- An understanding of HM Forces and the Services environment

<u>**Skills**</u>

The role will see the post holder having frequent 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 working independently
- Capability to work as part of a team, with the ability to support and train colleagues
- Excellent written and verbal communication skills

<u>**Attributes**</u>

- Self-motivated with the ability to use own initiative
- Ability to manage multiple tasks to time deadlines
- Strong attention to detail and accuracy
- Able to give and receive constructive feedback in a measured and positive manner
- A polite and professional manner
- 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
- Empathy and support for the values, aims and objectives of the RNRMC