

# Database and Operations Officer



**RESPONSIBLE TO:** Associate Director of Finance and HR

**HOURS:** Full-Time (Monday – Friday, 09:00am – 5:00pm).

**JOB LOCATION:** Office Based - Amersham, Buckinghamshire (minimum 4 days per week in the office)

**SALARY:** £26,000 per annum

## Job Description

To provide professional, efficient, and effective database management and administrative support to our marvellous team. Ensure our database is a powerful tool for the fundraising and programmes team through accurate data capture and analysis. This role works across the organisation and will be involved in several different areas.

## Key Responsibilities

### ***Database Management (Beacon CRM – Fundraising Database)***

- Manage and maintain the CRM system, ensuring accurate and up-to-date fundraising and programmes data entry. Accurately processing all incoming donations and pledges and ensuring others in the team correctly enter and maintain data.
- Develop overall data management structure of supporter records and processes. Develop and maintain information management structures in the CRM system to enable accurate and timely information and reporting.
- Adhere to data protection legislation ensuring the way we gather, record and use data is compliant with latest policies, working closely with the Data Protection Officer.
- Handle all enquiries received through the CRM system, providing timely and appropriate responses.
- Collaborate with internal teams to ensure smooth operation and optimal use of the CRM system.
- Generate reports and analytics from the CRM system to track and measure key metrics.
- Conduct regular data audits to identify and rectify any inconsistencies or errors in the CRM database.
- Training staff members on how to effectively use the CRM system.
- Customise and configure the CRM system to meet the specific needs of the organisation.
- Monitor and enhance data quality and integrity within the CRM system.
- Keep abreast of CRM system updates and new features to maximize its functionality.

### ***Operations Administration***

- Provide administrative support to the organisation.
- Managing enquiries received by the charity by post, email, and phone.
- Maintain data management processes and procedures to ensure data accuracy, consistency, and security.
- Manage and update filing systems, and other organisational documents.
- To be main day to day contact for our external IT support contractors.

- Assist with the coordination and organisation of meetings, events, and travel arrangements.
- Prepare and distribute internal communications and correspondences.

### **Finance Administration**

- Provide administrative support to the Finance team ensuring a system is in place to regularly reconcile the fundraising and finance databases.
- Maintain accurate financial records by recording daily financial transactions.
- Prepare and process invoices, payments, and expenses.
- Monitor accounts receivable and accounts payable.
- Provide support during financial audits and examinations.

### **Other Information**

This job description helps the post holder to understand their main duties. It is not exhaustive, and the role's duties may change from time to time, in discussion with the post holder and consistent with the level of responsibility appropriate to the grade of the post.

Roald Dahl's Marvellous Children's Charity is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Confirmation of appointment will be subject to a satisfactory standard Disclosure and Barring Service check.

The appointment is subject to the satisfactory completion of a four-month probation period.

Roald Dahl's Marvellous Children's Charity is committed to achieving the highest standards of service and employment practice. We give equal opportunity to everyone, regardless of background. While our offices are not currently accessible for people with significant mobility difficulties, we will make all reasonable adjustments to allow the most suitable candidate to perform their role effectively.

The post holder will have the right to work in the UK.

### **Person Specification:**

	<b>Attribute</b>	<b>Essential (E) or Desirable (D)</b>
<b>1.</b>	<b>Knowledge &amp; Experience</b>	
	Previous knowledge and experience of using a CRM fundraising database	E
	Experience of managing a database system in a complex environment	D
	Experience of handling large and complex data sets using sensitive personal information	D

	Previous experience of working in an office environment performing similar duties	E
	Knowledge of data protection and GDPR	D
<b>2.</b>	<b>Skills</b>	
	Excellent verbal and written communication skills	E
	Ability to work on own initiative and as part of a team	E
	Good IT skills	E
	Excellent administrative, organisational, time management and prioritisation skills	E
	Analytical and strategic approach to problem solving	E
	Finance database knowledge & experience	D
<b>3.</b>	<b>Personal Qualities</b>	
	Confident with excellent interpersonal skills	E
	Tenacious, self-motivated with the ability to work well on their own and as part of a team	E
	Ability to work under pressure, to target and deadline	E
	Good team player who is willing to support and help others in the team	E
	Highly organised with excellent attention to detail	E
	Professional, diplomatic and discreet and able to maintain confidentiality.	E