Job Description

Job Title:	Database Administrator
Salary:	£22,500 pro rata
Location:	HOPE UK, Hemel Hempstead
Hours:	Up to 4 days or 32 hours per week
Contract Type:	Part-time, Permanent
Reports To:	Chief Executive

The Charity

Hope for Children (HOPE) is a UK based charity which works towards a world where children's rights are realised and they can reach their full potential. We actively identify disadvantaged children and communities by working with local partners. Through empowering, collaborating and learning together we aim to build a sustainable future for the children and communities we serve. Our focus is to reach as many children as we can and deliver to them the childhood every child deserves.

Job Summary

As the primary user of Raisers Edge (RE), Every Day Hero (EDH) and Blackbaud Mobile and associated plug-ins, the main purpose of this role is to be responsible for the effective maintenance and management of the donation process in all formats: from constituent and gift data entry of incoming online/offline donations to outgoing receipts, letters and reports. You will be proficient with RE, EDH and Blackbaud plug-ins and able to perform complex database processes, imports, queries and exports to produce detailed and accurate reports for use in research, mailings, analysis, executive reporting, etc. As the expert, you will be responsible to establish security levels and train other staff on the proper use and implementation of RE. You will also be responsible for ongoing quality control and data purity. Duties include donor correspondence, support for fundraising, communications and research, and maintaining a high level of customer service to donors, board and staff.

Key Responsibilities

- Act as HOPE's expert of Raisers Edge, Blackbaud Net Community, Every Day Hero and Blackbaud Mobile
- Import, export and manipulate data
- Provide reports on relevant data sets to Finance, Fundraising, Programmes & Communications teams
- Routinely maintain the database's integrity and ensure accuracy of data

- Provide training to all new staff on the use of the database
- Perform analysis on fundraising data to generate information useful for product development, supporter engagement and strategic development.

Internal Relationships

- HOPE Chief Executive
- HOPE Staff, including country representatives based abroad
- HOPE Trustees

External Relationships

- Donors & Supporters
- Software partners

Database Management, Maintenance & Development

- To manage the relationship with Blackbaud and other fundraising platforms and software providers.
- Maintain and develop campaign fund and appeal structure.
- Manage constituent codes and other constituent identification facilities to ensure they correspond to the HOPE donor journey.
- To manage the quality and integrity of the data.
- Input and upload data batches.
- To develop and update written policies and procedures ensuring compliance with Data Protection.
- Process data for Gift Aid claims.
- Develop and implement processes to ensure donors are thanked and given proper reporting in a timely manner.

Staff Support

- To develop and maintain a HOPE RE User Guide and ensure all staff adhere to operational procedures.
- To develop an in-house staff training programme to ensure staff can effectively use RE.
- To respond to staff queries with timely and accurate information.
- Create a bespoke set of reports and queries for staff.
- To deal with problems from users of the database and offer first line support.
- You will support staff in monitoring and measuring the performance of fundraiser campaigns

Strategy

- To identify and lead on HOPE's Raisers Edge strategy, in line with other organisational strategies.

- To maintain up to date knowledge of other systems in the market to ensure HOPE remains at the cutting edge of its use of such systems.
- To further develop the database and provide input to the strategic decision making process.

Child Safeguarding

- To read and personally comply with all aspects of HOPE's Child Safeguarding Policy and to attend group or individual trainings, inductions on the same.
- To report promptly any child safeguarding issue that you become aware of in the course of your work at HOPE as per Hope's Child Safeguarding Policy.

Additional Tasks

- All other reasonable duties as required by the Chief Executive in the delivery of this post.

Person Specification – Essential Criteria

- Well organised with a high level of attention to detail.
- Strong analytical and problem solving skills with the ability to think creatively and strategically.
- Ability to work to a schedule of deliverables where requirements can change.
- Strong communication and interpersonal skills with the ability to clearly convey concepts and procedures
- The ability to work effectively as part of a team and build strong supportive working relationships
- Have demonstrable, in-depth expertise of Raisers Edge
- Advanced Microsoft Office experience.
- Effective use of tools such as RE Query, MS Access and Excel to deliver data extracts and results
- Applied knowledge of CRM database structures and management principles
- Skilled in importing, exporting, manipulating and validating data using Raiser's Edge
- Excellent interpersonal and networking skills
- A creative, enthusiastic and motivated approach
- Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands and work under pressure to meet tight deadlines with very little direct supervision
- A willingness to work flexibly and proactively and respond to the emerging needs of the charity and our supporters
- Sensitivity to the complexities of cross-cultural communication and able to sustain good working relationships at a distance as well as in person.
- An empathy with the aim, objectives and activities of HOPE

Desirable Criteria

- To be proficient in the use of Every Day Hero (and other fundraising platforms), Blackbaud Net Community, Online Express and Blackbaud Mobile
- Experience of using and expertise in Crystal Reports
- Bachelor's degree or equivalent experience with a minimum of 2 years successful, progressively responsible experience managing RE and associated modules.
- Knowledge of marketing and fundraising in the voluntary sector

Application Process

For more information please visit www.hope-for-children.org

To apply for this position please email the following information to carolinelee@hope4c.org

- Up-to-date CV
- Supporting statement (up to 2 pages of A4) entitled ***'What makes me perfect for this job'***, that explains how you meet the job description and person specification
- Completed equal opportunities form

The closing date for receipt of all applications is midday on Monday 12th January 2015.

Interviews will take place on 15th & 16th January 2015.

Thank you for your interest in working with Hope for Children.