GOODENOUGH
COLLEGE

Job Title:	Database Solutions Manager (12mth contract including maternity leave)
Reports to:	Director of Development and External Relations
Based at:	Mecklenburgh Square, London WC1N 2AB
Salary:	£37-40K per annum

About Goodenough College

Goodenough College is an educational charity that provides award winning residential accommodation for talented British and international postgraduates and their families studying in London. The College provides a vibrant community for all those who live here through a unique programme of intellectual, cultural and social activities that aims to provide Members with an international network and a truly global outlook.

The College's Development & External Relations team raises funds, mainly from Alumni for scholarships and bursaries, an extra-curriculum programme and the maintenance of the College buildings. The team's Raisers Edge database contains over 30,000 records. Two thirds of these constituents are Alumni of the College, more than 80% of which are overseas.

Job purpose

- To review the database and develop and implement a project plan to ensure that the database is 'fit for purpose' in supporting the work of the College's fundraising and marketing activities. A key part of this process will be working with the Development team to establish a major donor prospect management system.

- Provide the experience and expertise to shape the way Goodenough uses data to enrich quality, reporting and communications. Support the team and provide the framework to ensure new data structures, processes and infrastructure to support the organisational priorities.

- Be responsible for the business critical day to day database management.

Key responsibilities

Database Review

1. Undertake a full review of the database to ensure that the data is uniform and clean; with appropriate business rules, coding and reports in place

2. Work with the Director of Development and External Relations to review the day to day business requirements and decide upon those that are business critical and those that be put on hold until the 'fit for purpose' project is complete

Database Management and Reporting

3. Review all policies and procedures in relation to the use of Raisers Edge.

4. Ensure that all data recorded is GDPR and PECR compliant and up to date with current legislation.

5. Ensure accurate and timely data capture of all donations and gift aid received by the College. Maintain gift management and reconciliation processes in collaboration with the College's finance department and other colleagues.

6. Produce a quarterly Gift Aid report and keep abreast with all legalities around Gift Aid claims.

7. Ensure data hygiene by preparing and running appropriate data checks on a regular basis. Implement Key Performance Indicators to monitor data quality.

8. Be responsible for data selections and segmentation for fundraising and marketing campaigns. Analyse the results of such campaigns and work with colleagues to improve performance of future campaigns.

9. To deliver standard and ad-hoc reports for the department and Fundraising and Development Committee.

10. Manage the relationship between the online Alumni portal (NetCommunity) and Raiser's Edge.

11. To work with relevant colleagues to develop, implement and monitor systems for efficient and consistent data capture and transfer between departments and databases

12. Act as the College's Raiser's Edge expert and provide training to all new staff as relevant, ensuring all training documentation is kept up-to-date.

13. Act as the liaison point with Blackbaud, implementing required database upgrades.

Analysis and Insight

14. Provide financial and statistical reports as required for departmental or management meetings.

15. Oversee the prospect management implementation process and work closely with colleagues to build and review the College's pool of prospects.

16. Analyse and interpret information to produce comprehensive profiles and reports for use by Development and External Relations staff, senior colleagues and volunteers.

Other Duties

17. To attend events (day and evening) at the College to support the Development team as and when required.

18. To keep up to date with best practice in fundraising and relevant Database Management legislation

19. To undertake other reasonable duties as required by the Director of Development and External Affairs or the College.

Person Specification

Job Title: Database Solutions Manager	
Education/ Training	• Educated to degree level or equivalent or qualified by experience (E)
Experience	• Extensive experience of using Raiser's Edge (E) • Experience of gathering user requirements and translating requirements into database and/or process design (E) • Experience of coming up with imaginative solutions to business situations (E)
Technical Skills & Abilities	• Understanding of data structures in a fundraising environment and experience of developing new structures to meet changing requirements (E) • Advanced SQL and using it to manage data, creating imports and exports and perform updates, deletions and regular processes (E) • Ability to work with high levels of accuracy with numbers and data, and to interpret information (E) • Ability to organise and prioritise workloads (E)
Knowledge/ Understanding	• An understanding of GDPR regulations and developing process to ensure compliance (E) • Ability to maintain good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals (E)
Special Circumstances	• Availability to attend occasional work events which may involve unsocial hours (D)

* E = Essential   D = Desirable

Review arrangements

The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

<u>**Application**</u>

Please send your CV along with a covering letter (no more than 2 sides of A4) advising us why you are suitable for the role to: jobs@goodenough.ac.uk, no later than 10.00am Tuesday 27th November 2018**.**