



Sands
Application Information

Data Assistant (Fixed-Term Contract)

May 2024

About Sands

Sands exists to save babies' lives and ensure that anyone affected by pregnancy loss or baby death receives the support and care they need.

We provide bereavement support services both nationally through our Freephone helpline, online community and resources, as well as locally through a network of more than 100 regional support groups based across the UK and run by trained befrienders.

Sands works in partnership with professionals, trusts and health boards and offers a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.

We promote improvements in policy and practice, and support research to better understand the causes of deaths and save babies' lives.

Sands raises awareness of baby loss and works with government, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Since 1978, Sands has grown into a UK-wide charity with a powerful vision shared by dedicated supporters, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by more than double since 2019 to £7m and, as part of our strategic plan, is focusing on how we can make the biggest difference to the lives of bereaved families and save babies' lives. To find out more, visit www.sands.org.uk

Our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

Join us and help create a world where fewer babies die.

Sands Staff Benefits

Annual Leave

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

Employee Assistance Services

As part of its commitment to employee wellbeing, Sands offers all Staff access to the Bupa employee Assistance service which offers free and confidential counselling and wellbeing support. Support is available on a range of issues including legal, financial, emotional, health, and work-related concerns.

Sands Cycle to Work Scheme

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

Sands Pension Scheme

Subject to eligibility, you will be automatically enrolled into the Aviva Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

Life Insurance

All Staff are covered by a Life Insurance Policy which pays 3 x annual salary to nominated beneficiaries. Staff also have access to additional services from Legal and General including legal and financial support, a medical helpline, and a health and wellbeing platform. Additionally, Staff have access to a wide range of shopping offers and discounts, plus advice on finding and funding later life care for their loved ones or themselves.

Flexible Working

All Staff can apply for flexible working with effect from their first date of employment.

Maternity Pay

Staff on maternity leave are paid their full salary for the first 26 weeks of their period of leave.

Leave for the Death of a Baby or Pregnancy Loss

Any member of Staff affected by the death of baby or pregnancy loss will be granted leave paid at their normal salary, regardless of the type of loss.

Sands is a vibrant, growing charity!

With a clear strategy, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity.

Sands is an inclusive and diversity-friendly employer. We are committed to promoting equality, valuing diversity and working inclusively. We welcome and encourage applications from people of all backgrounds and do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age or any other category protected by law.

About the role

Sands is looking to recruit a dedicated and enthusiastic person to join our Data Team to help us deliver an exceptional service to our supporters. This is a key role which will help us to promote Sands' vision; a world where fewer babies die and when a baby dies anyone affected by the death receives the best care and support for as long as they need.

Sands is currently in the process of migrating to a new CRM and require additional support for the duration of the CRM implementation.

You will be assisting the Data Team in the day-to-day administration of the charity's CRM, maintaining the database to the highest standards of accuracy. In addition, you will provide support to our income processing activities.

You will be highly motivated, with an organised approach and be able to effectively manage your workload and meet tight deadlines. A high standard of written and verbal skills are essential.

This is a rewarding role which offers a fantastic opportunity to make a real difference to the work of Sands.

Please note that this role will be offered initially as a 6-week fixed-term contract.

To apply:

Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to recruitment@sands.org.uk. Please also complete the Diversity and Equality Monitoring Form and send this with your application.

CVs and supporting statements should be sent as attachments to an email in either Word or PDF format. The title of the attachments should be your first name, surname and either CV or supporting statement e.g. "...NAME.. CV".

Closing date for applications: 21st May 2024

As we have limited staff resources, we are unable to provide candidates with feedback about their applications.

Job Description

Job Title:	Data Assistant (Fixed-Term)
Responsible to:	Database Co-ordinator
Location:	Working at home
Contract:	Fixed-Term Contract (initially 6 Weeks but may be extended)
Salary:	£20,821 per annum plus £312 Home Worker Allowance
Hours:	35 Hours per Week (9.00am – 5.00pm, with 1 hour unpaid lunch break)

Main Purpose of Job:

To provide crucial support to the Data Team in the following areas;

- Income processing
- Validation and processing of income data

Main Responsibilities

Provide support to the Income team in the following areas;

- Fundraiser registrations and online fundraising pages
- Importing of donations and data onto the supporter database.
- To support the Supporter Care Officer – Income Processing with data capture functions
- Provide support to the Data Team to enable them to produce a high standard of work and provide an excellent service to stakeholders

General

- To undertake other duties as required by the Database Co-ordinator and the Head of Technology, Data and Insight.
- To work flexibly and proactively with other members of the team.
- Follow agreed processes for filing, storing and destroying paperwork.
- Maintain the security and confidentiality of individual details as required at all times.
- Follow the agreed process for complaint handling. Reporting any problems as and when they arise.
- Maintain an up to date knowledge of current activities within Sands and be an advocate of the Sands brand at all times.
- Abide by all Sands Policies and Procedures.
- Undertake all mandatory training as required.
- The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole.
- Promote the Sands vision and values at all times.

This job description is not contractual and is liable to change over time

Person Specification

Critical Skills
<ul style="list-style-type: none">• Relevant experience of working with fundraising CRM's, experience with (ThankQ) would be an advantage• Good understanding of Microsoft Excel.• Knowledge of data manipulation and cleansing• High level of general computer literacy• Good communication skills, including the ability to deal appropriately and professionally with a range of people, including members, supporters, bereaved parents and Sands staff and volunteers – both written and by telephone• Ability to write clearly and accurately• Numeracy skills and the ability to work within established financial procedures• Good level of understanding of the General Data Protection Regulation (GDPR) to help Sands ensure compliance at all times• Be a logical thinker who takes pride in their attention to detail
Competencies
<ul style="list-style-type: none">• Strong IT skills including the use of basic software• Good interpersonal skills• Strong organisational skills, with considerable attention to detail• Must be able to use initiative• The ability to meet deadlines when required• Must have outstanding attention to detail• Ability to monitor and maintain own standards• Maintain a high level of confidentiality regarding sensitive and confidential information• Ability to commit to and work within the aims, principles and policies of Sands• Ability to promote Sands' vision and values, distinct from any personal opinions• Ability to work occasional evenings and weekends and to undertake occasional travel throughout the UK
Qualifications required
<ul style="list-style-type: none">• A good general level and standard of education is required