Sands

Application Information

**Database Officer**

**About Sands**

Sands, the stillbirth and neonatal charity, are a well established and widely respected national charity that:

* Supports anyone affected by the death of a baby
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 17 babies are stillborn or die within the first 28 days of life every day.

Bereavement support for parents who’ve lost a baby and working in collaboration with health professionals, remains at the core of everything that Sands does. But Sands also aims to ensure that there are fewer bereaved parents to support.

Find out more about our work: www.uk-sands.org

**Sands Benefits**

**Pension (non-contributory)**

We consider it important to encourage people to save for their retirement and as such provide staff (after successful completion of a probation period) with a 3% pension contribution paid into an Aegon Personal Pension. Contributions can be invested in a variety of funds according to your investment preference, or alternatively a default fund is available.

**Annual leave**

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

**Employee Assistance Service**

At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members we provide a 24:7 independent and confidential counselling and information telephone service, free of charge. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

**Season ticket loan**

Permanent Head Office based staff are offered the opportunity to take an interest free loan to purchase season tickets for the journey between home and work. Available after a qualifying period.

**About the role**

The Database Officer will be joining a small but steadily expanding Fundraising team and work very closely too with the finance team by inputting data, designing and running data queries, reports and analysis, enabling the teams to effectively communicate fundraising messages to Sands’ audiences.

The Database Officer will be responsible for the day-to-day administration of the charity’s database (ThankQ), maintaining the database to the highest standards of accuracy.   
  
This role offers an excellent opportunity to make a real difference within the charity. Some travel will be necessary, including occasional overnight stay.

**To apply:**

Please return the completed application form and monitoring form to [**recruitment@uk-sands.org**](mailto:recruitment@uk-sands.org) by the closing date below:

**Closing date: 23rd July 2014**

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

Interviews will be held at our Head Office: Sands, 28 Portland Place, London, W1B 1LY

Job Description

**Job Title:** Database Officer

**Responsible to:** Head of Fundraising & Communications

**Location:** Sands Head Office, 28 Portland Place, London, W1B 1LY

**Contract:** Permanent

**Salary:**  £25,700 per annum + LWA (Currently £3,300 per annum)

**Hours:** 35 per week (9.30 to 5.30pm)

**Main purpose of job:**

To be responsible for helping to develop, manage and maintain the charity’s database system. You’ll provide crucial support to our Fundraising and Finance departments, ensuring that accurate data underpins everything we do.

**Principal tasks and responsibilities:**

* Manage the day to day maintenance of the ThankQ database, including developing policies and procedures to ensure systems are correctly used and support fundraising needs
* Download and import data from third party websites (JustGiving, VirginMoneyGiving, CAF etc) and the charity’s own website
* Be responsible for developing the database and identifying and implementing new tools/packages to improve functionality and increase fundraising income.
* Manage and process all data entry requirements on a daily basis producing thank you letters and distributing to relevant team members as necessary.
* Provide accurate and timely data imports, exports and reports.
* Create and manage data hygiene processes, ensuring the databases are ‘up to date’
* Play an active role in improving data quality and maintaining data integrity.
* Assist all departments when/if necessary to develop and manage a data strategy and robust processes (including data selection and imports) to ensure the highest standards of data quality and data management across Sands.
* Develop and deliver a range of reports and analysis to inform future charity activity.
* Identify, suggest and assist with the implementation of Fundraising strategies based on data analysis.
* Act as a ‘data champion’ to ensure our data is being used in the most beneficial way.
* Co-manage the charity’s Memberships including renewal and cancellation of Memberships.
* Undertake checks and quality assurances to improve data quality, particularly for data import/exports.
* Manage requests for donor data and information from all Sands departments
* Design and programme data segmentation to support direct mail,, online fundraising activities and any other fundraising activities
* To identify and implement new data capture opportunities to allow the charity to build relationships with donors, prospects or enquirers to ensure they receive a positive experience and develop their commitment to Sands.
* Act as a key point of contact for the charity’s staff, volunteers, supporters, customers and donors.
* Develop data processing and management guidelines (including data protection requirements) and help deliver training on these to ensure relevant staff and volunteers adhere to these.

**General:**

* To undertake any other work or projects as agreed by the Head of Fundraising & Communications
* To work flexibly with other members of the team
* To maintain confidentiality over personal information relating to staff
* Abide by all Sands Policies and Procedures
* Undertake all mandatory training as required
* Participate in annual appraisal and personal development review
* 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
* To volunteer to support at least 2-3 fundraising events throughout the year in addition to their day-to-day role

This Job Description is not contractual and is liable to change over time.

Person Specification

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| **Importance** | **Criteria** | **Assessment** |
| Essential | A minimum of 3 years experience of working with of managing and developing fundraising databases, particularly ThankQ | Application and interview |
| Essential | A minimum of 5 years experience of working within the charity environment. | Application and interview |
| Essential | Knowledge of direct marketing techniques and data segmentation | Application and interview |
| Essential | Good understanding of SQL server databases and experience of building SQL queries to manipulate and extract data | Application and interview |
| Essential | Ability to deliver training to team members on ThankQ | Application and interview |
| Essential | Ability to collate, analyse and present data methodically and accurately | Application and interview |
| Essential | High level of computer literacy skills, in particular to MS Office packages especially Excel. | Application and interview |
| Essential | Must be self motivated in the generation of work and able to use initiative when managing time and priorities | Application and interview |
| Essential | Proven ability to work well under pressure and deliver to tight deadlines. | Application and interview |
| Essential | Problem solving and critical analysis and competent decision maker. | Application and interview |
| Essential | Must have an outstanding attention to detail. | Application and interview |
| Essential | Ability to use discretion and maintain confidentiality at all times and adhere to data protection policies. | Application and interview |
| Essential | To interact and build relationships within the whole Sands team, communicating effectively with non finance staff. | Application and interview |
| Essential | Flexibility in work commitment and able to adapt to a changing department and organizational aims. | Application and interview |
| Essential | Working on own initiative and able to demonstrate good judgment. | Application and interview |
| Desirable | Bachelor Degree in Computer Science, Information Technology, Software Engineering or related degree would be desirable. | Application and interview |
| Desirable | Empathy with Sands and its aims | Application and interview |