Sands

Application Information

**Regular Giving and Database Officer**

June 2016

About Sands

Sands, the stillbirth and neonatal death charity, is 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 through our 100 Sands Groups, Helpline and online forums. 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 through our accredited bereavement care training programme and nationally recognised resources for health professionals.

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, 15 babies are stillborn or die within the first 28 days of life every day. Increasingly Sands is looking to fund high impact research projects that identify the causes of stillbirth and point to ways of reducing their incidence.

Find out more about our work: [www.uk-sands.org](http://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 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. Sands will increase our contribution into the pension scheme to 5% as soon as you achieve 3 years’ continuous employment with us. Subject to eligibility, you will be automatically enrolled into the pension scheme as soon as your employment commences, and you will be able to make additional voluntary contributions into the scheme if you wish. You will, if required, have the option to withdraw from the pension scheme.

**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 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.

**Childcare Vouchers**

Sands operates a childcare voucher scheme administered by Edenred, of the UK’s leading providers of employee benefits. You will be able to purchase vouchers up to the value of £243 free of tax and NI deductions, which can be used to pay your registered childcare provider. The value of the vouchers that you purchase will be deducted each month from your pre-tax pay via salary sacrifice.

**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 that you use to commute to work.

About the role

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Sands is growing and we are investing in our staff team and part of this expansion we are seeking a dedicated and enthusiastic person to join our Fundraising Team. 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.

You will be responsible for the day-to-day administration of the charity’s database (ThankQ), maintaining the database to the highest standards of accuracy.  In addition, you will also ensure the efficient and effective processing of our regular income from supporters and provide excellent donor care. By working very closely with both the Fundraising and Finance teams, you will enable these teams to effectively communicate fundraising messages to Sands’ audiences.

With demonstrable experience of working with, managing or developing fundraising databases (ideally ThankQ) you will have an excellent knowledge of direct marketing techniques and data segmentation. A good understanding of SQL server databases is desirable. The ability to write clearly and accurately is essential, and you will be able to research, analyse and interpret information as well as be able to work within established financial procedures.

You will have a highly organised approach, and be able to effectively manage your own workload and be able to work to tight deadlines. A high standard of written and verbal skills are essential, as you will be a key contact point for Sands staff, volunteers and a range of external stakeholders and customers.

To apply:

Please return the completed application form and equal opportunities monitoring form to **recruitment@uk-sands.org** by the closing date below:

**Closing date: 20th July 2016**

**Interview Date: 3rd August 2016**

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

All Interviews will be held at our Head Office: Sands, Victoria Charity Centre, Suite GF2 Ground Floor, 11 Belgrave Road, London, SW1V 1RB

Job Description

**Job Title:** Regular Giving and Database Officer

**Responsible to:** Senior Fundraising and Events Coordinator

**Location:** Sands, Victoria Charity Centre, 11 Belgrave Road, London, SW1V 1RB

**Contract:** Permanent

**Salary:**  £25,600 per annum plus £3,400 per annum London Weighting Allowance

**Hours:** Full Time – 35 Hours per Week (9.30am – 5.30pm, with a 1 hour unpaid lunch break)

**Main Purpose of Job:**

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

**Main 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, Virgin Money Giving, CAF etc) and the charity’s own website
* To assist with developing the database and assist with implementing new tools/packages to improve functionality and increase fundraising income
* Manage and process all data entry requirements on a daily basis
* 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
* Support strategic thinking in the development of Sands database through robust data management processes (including data selection and imports) to ensure the highest standards of data quality
* Develop and deliver a range of reports and analysis to inform future charity activity, including strategies to grow individual giving
* Assist with the implementation of Fundraising strategies based on data mining and analysis
* Co-manage with the Senior Fundraising and Events Coordinator the charity’s Memberships including enquiries, as well as new, renewal and cancellation of Memberships
* Co-manage with the Senior Fundraising and Events Coordinator all regular giving income including managing direct debits and standing orders and relating enquiries
* 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, including newsletters and other communications to targeted segments of the database
* 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.
* To volunteer to support at least 2-3 fundraising events throughout the year in addition to their day-to-day role

**General**

* To undertake other duties as required by the Fundraising and Events Coordinator and Fundraising and Events Manager from time to time.
* To work flexibly and proactively 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.

**This job description is not contractual and is liable to change over timePerson Specification**

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| **Critical Skills** |
| * Relevant experience of working with or managing and developing fundraising databases, particularly ThankQ
* Good experience and understanding of working within the charity sector
* Knowledge of direct marketing techniques and data segmentation
* Ability to deliver training to team members on ThankQ
* Must be self-motivated in the generation of work and able to use initiative when managing time and priorities
* The ability to manage multiple high priority work streams simultaneously and meet deadlines under pressure
* Must have outstanding attention to detail
* Good understanding of SQL server databases and experience of building SQL queries to manipulate and extract data
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| **Other Skills and Experience required** |
| * High level of computer literacy skills, in particular to MS Office packages especially Excel
* 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
* Ability to research, analyse and interpret information
* Numeracy skills and the ability to work within established financial procedures
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| **Competencies** |
| * Strong IT skills including the use of basic software
* Ability to cope with demanding situations and work to tight deadlines
* Good interpersonal skills and ability to promote and develop team work
* Strong organisational skills, with considerable 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 (including volunteering for 2-3 fundraising events per year)
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| **Qualifications required** |
| * A good general level and standard of education is required
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