

Database & Supporter Care Officer

Job Description

November 2018

Duration: 12 month contract

Salary: £25,000

Location: Camden, London

Closing date: asap

1.	Main purpose of the job	
	<p>Ovarian Cancer Action is the UK's ovarian cancer research charity dedicated to saving lives. A woman dies of ovarian cancer every 2 hours in the UK and we think this is unacceptable. We find and fund the innovators who will change this; from the scientists in the lab to the fundraisers out in the community who make it all possible.</p> <p>Ovarian Cancer Action is going through an ambitious stage of growth. We have a dynamic and proactive team, all working towards a shared goal. We put women with ovarian cancer at the heart of everything that we do. We are now looking for a well-organised and analytical Database and Supporter Care Officer to join our team. This role will play a key part in achieving our fundraising strategy and integrating our supporter care journeys across the organisation. Having recently migrated to the Raiser's Edge CRM system, we are now in need of a diligent and detail-orientated team member to assist the Individual Giving Manager to manage all database processes and to proactively seek new opportunities for us to maximise our data. You will work with individuals across the charity to automate supporter care processes where possible and support the fundraising team by engaging with supporters personally. The management of the database and integration of supporter care processes across all departments in the charity will be a key part of our charity's development.</p>	
2.	Position in organisation	
	Reports to	Individual Giving Manager
	Main relationships	Head of Fundraising, Individual Giving Manager, Challenge Events Fundraiser, Community Fundraiser, Corporate Partnerships Manager, Trust Fundraiser, Head of Communications, Digital Communications Officer and Team Assistant
	Direct contacts/ stakeholders	Fundraisers, donors, volunteers, and all charity staff
3.	Scope of the job and key areas of responsibility	
	<p>Database management:</p> <ul style="list-style-type: none"> • Work with the Individual Giving Manager to develop database processes and ensure all charity staff and volunteers are informed of these processes. • Be the first contact for any database queries and work with the Individual Giving Manager to solve any issues. 	

	<ul style="list-style-type: none"> • Support the Individual Giving Manager to keep all database processes and accompanying documents up to date to ensure the effective delivery of the fundraising strategy and support the organisation-wide approach to stakeholder management. • Administer daily, weekly and monthly imports of supporter information accurately and in a timely manner, developing new processes to save resources where possible • Work with the Individual Giving Manager to develop and produce regular reports to support the wider team in developing the fundraising strategy and optimising their work. Provide data that will help inform short and long-term planning and improve the organisation's overall effectiveness in relation to acquisition, development and retention of supporters and stakeholders. • Understand the long-term strategies and plans of all the individuals that use the database and work with the Individual Giving Manager to ensure that Raiser's Edge is configured to meet these needs • Take the lead on a project to ensure that all historic data is imported to Raiser's Edge to maximise the effectiveness of data analysis and ensure that all supporter records are as accurate as possible. • Work with the Individual Giving Manager to regularly review Ovarian Cancer Action's database systems and ensure it is fit for purpose and future proofed • Support the Individual Giving Manager to ensure all Gift Aid declarations are stored compliantly and accurately on Raiser's Edge. <p>Supporter Care:</p> <ul style="list-style-type: none"> • Regularly communicate with supporters on the phone, by email and in person. Talk to supporters about our work and the impact their support will have. • Daily, weekly and monthly recording of all donations and sending thank you communications daily. • Supporting individual members of the fundraising team to provide excellent supporter care. Working with the Challenge Events and Community Fundraiser during busy campaigns like Walk In Her Name and events like the London Marathon to conduct supporter care calls or sending out event materials. Attend events to represent the charity when required. • Delivering value to the supporter, by delivering what was promised in a timely manner helping to secure their continued support. • Build strong relationships with all staff to ensure inclusive and collaborative working. <p>Direct Marketing:</p> <ul style="list-style-type: none"> • Support the Individual Giving Manager to run our direct marketing programme including delivery of appeal fulfilment and developing effective and segmented mailing lists to maximise supporter lifetime value. • Support the Individual Giving Manager to analyse results from campaigns and use the findings to optimise future campaigns. • Creatively seek new opportunities for donor acquisition.
<p>4.</p>	<p>Skills and experience</p> <ul style="list-style-type: none"> • Comprehensive and demonstrable understanding of current General Data Protection Regulation • Excellent verbal and written communication skills.

	<ul style="list-style-type: none"> • At least two years' experience of using Raiser's Edge and confidence in your ability to maximise its capability. Additional training on Raiser's Edge is available to successful candidates. • Excellent IT Skills – proficient in Microsoft Office and in particular Microsoft Excel. Knowledge of SQL and Microsoft Access desirable. • An interest in, and aptitude for information systems. • Ability to work accurately and show attention to detail. • Able to work on own-initiative and work as part of a proactive team. • Sensitively and professionally communicate with supporters, some of whom may be patients or family members recently bereaved. • Ability to be flexible and willing to amend projects to the changing needs of the organisation. • An understanding of and interest in fundraising principals. • An understanding of Gift Aid and Direct Debit processing. <p>Personal qualities</p> <ul style="list-style-type: none"> • Outgoing, personable and ready to tirelessly (and sensitively) pursue new opportunities for the charity. • Consistently approaches work with energy and a positive, constructive attitude. • Demonstrates openness to change and actively seeks solutions to challenges and complexities. • Establishes, builds and maintains effective working relationships with all staff. • Self-starter able to pro-actively work on own initiative. • Acute attention to detail and diligent working. • Ability to learn quickly and work accurately. • Ability to manage time effectively and work productively in a fast-paced environment with tight deadlines. • Willingness to be a team player and join in all areas of the work of a small charity including supporting at London or regional fundraising events when required.
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This job description does not form part of your contract of employment. The duties laid down in this job description may change from time to time following a review and in consultation between post holder and Chief Executive.

To apply, please email a CV and cover letter to emily@ovarian.org.uk