1 Advertisement

Post title: Database Assistant
School/department: Development & Alumni Relations Office, External Relations Division.
Hours: part time hours considered up to a maximum of 24.5 hours per week. Requests for flexible working options will be considered (subject to business need).
Contract: permanent
Reference: 2537
Salary: starting at £21,814 and rising to £25,217 per annum, pro rata.
Placed on: 30 November 2019.
Closing date: 18 November 2019. Applications must be received by midnight of the closing date.
Expected Interview date: 25 November 2019.
Expected start date: As soon as possible.

We are seeking a highly organised and efficient Database Assistant to join the Data Services team supporting the work of the Development & Alumni Relations Office. This office provides engagement opportunities for alumni and external friends to become ambassadors and volunteers for the University. It is also responsible for raising philanthropic income to support scholarships, student hardship and research.

You will assist in the administration of the Raiser’s Edge Constituent Relationship Management (CRM) database, maintaining and updating records, producing queries and reports, and updating documentation where required. You will provide support to database users and promote good practice among colleagues using the database software and related systems. You will be a flexible and motivated team player, and have a meticulous eye for detail and accuracy.

For full details and how to apply see our vacancies page.

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.
2. The Division

The External Relations division is part of the Professional Services group, who report into the Chief Operating Officer.

The division comprises of five departments: the Attenborough Centre for the Creative Arts, Communications and External Affairs, Development and Alumni Relations, Digital and Creative Media, and Marketing.

The Department

The Development and Alumni Relations Office (DARO) is responsible for the University’s philanthropic fundraising and for developing and maintaining excellent relationships with the growing international community of alumni (former students) and friends of the University.

As well as engaging with our network of 170,000 alumni worldwide, the department manages the relationships with all the University’s donors and actively seeks new pathways for continued support in aid of the institution’s strategic objectives.

For further information visit: www.sussex.ac.uk/alumni

3. Job Description

Job Description for the post of: Database Administrator

Department: External Relations Division
Section/Unit/School: Development & Alumni Relations Office
Location: Sussex House, University of Sussex
Grade: 4
Responsible to: Senior Web and Database Systems Manager

Purpose of the post:

The Database Assistant undertakes day to day gift and data administration of the Blackbaud Raisers' Edge database to ensure that it is accurate, up to date and consistent. The database holds over 170,000 university alumni and external contacts worldwide and is essential to the alumni relations and fundraising processes of the Development and Alumni Relations Office (DARO).

The post also assists with the production of mass communication emails sent to the alumni and external supporter communities, and helps manage online event
bookings. It provides data (queries, exports, reports) for the team, other professional service teams and academic colleagues for appeals and alumni activities.

This role, another Database Assistant performing a matching role, and the Senior Web and Database Systems Manager, comprise the Data Services team within DARO. The post is line-managed by the Senior Web and Database Systems Manager.

**Main duties and responsibilities:**

**Database administration**
- Assist with the day-to-day management of The Raisers’ Edge database and Blackbaud NetCommunity, including the accurate and consistent inputting and updating of constituent details, gift processing (as below), and processing online event bookings.
- Run postcode update checks to ensure the accuracy of postal addresses and contact details on the database.
- Assist with the migration of graduate data from the University’s central student database to the Raiser’s Edge database.
- Write queries, exports and reports on Raiser’s Edge to assist team members, as well as other professional service teams and academic colleagues.
- Support colleagues in running mail merges and generating mailings and emails from Raiser’s Edge data.
- Assist in maintaining data integrity and quality control of data within the database.
- Assist in checking and maintaining the content of the Alumni website.
- Assist colleagues where required on use of the database for specific projects (eg Events or Annual Fund mailings and analysis of mailings).
- Support the Senior Web and Systems Manager in training and customising The Raiser’s Edge set-up as appropriate for users within the team.
- Assist the creation/maintenance of departmental policies, procedures and user guides.

**Gift administration**
- Assist in gift administration using The Raiser’s Edge including:
  - daily processing of gifts and pledged gifts received via all income streams (mail, telephone, online, direct debit, standing order, direct bank transfer);
  - administration of gifts from charitable organisations such as the US Friends of the University of Sussex, the Hong Kong Friends of University of Sussex, Transnational Giving Europe, charity vouchers, charitable trusts and foundations
  - administration of gifts from other organisations e.g. Just Giving, PayPal, companies
- accurate recording of Gift Aid declarations from individuals
- Deliver donor stewardship for lower level donors (i.e. thanking donors) with the Annual Fund and Legacies Manager.
- Assist in the processing of events bookings and ticket payments for University events
- Collaborate closely with the Finance Department to reconcile donation income on The Raiser’s Edge with Agresso daily, weekly and monthly
- Contribute to the improvement of DARO’s data and gift administration systems and donor stewardship in collaboration with colleagues in DARO and Finance.

Communications support
- Assist DARO colleagues in the production of targeted HTML email communications via Blackbaud NetCommunity through creating recipient lists, helping with layout, and processing.

Other
- Produce purchase orders on the Unit 4 Finance system for the Campaigns & Operations team.
- Undertake other duties as required to assist the team in delivering its objectives

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. Person Specification

Skills and abilities

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>High standards of accuracy and consistency with an acute eye for detail</td>
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<td>Ability to extract and communicate key information effectively orally and in writing</td>
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<td>Ability to prioritise and handle multiple projects simultaneously</td>
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<td>The ability to work under pressure and to deadlines</td>
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## Knowledge

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<th>Knowledge</th>
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<tr>
<td>An understanding of the principles of data administration</td>
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<td>Advanced knowledge of Microsoft Office systems, particularly Excel</td>
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<td>Understanding of the principles around data protection and associated legislation and regulation</td>
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<tr>
<td>An understanding of the issues surrounding higher education and fundraising</td>
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## Experience

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<tr>
<td>Extensive and demonstrable experience of database administration and data entry</td>
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<td>Experience of working collaboratively in a team</td>
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<td>Experience of working with Raiser’s Edge database</td>
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<td>Experience of working with websites, WCM systems and HTML</td>
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## Qualifications

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<tr>
<td>G.C.S.E English and Mathematics (or equivalent) at Grade C or higher</td>
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## Personal attributes

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<tr>
<td>A collaborative and effective team member</td>
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<tr>
<td>Aptitude for accuracy and detailed work</td>
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