

# Interim Database Officer

Reports to: Associate Director of Fundraising

## THE CHALLENGE, SHOULD YOU CHOOSE TO ACCEPT IT...



The Hospice  
of st francis

We are so proud of what we do, and we know you will be too. With a rich, diverse history, which [began back in 1979](#) with our founders, we've been making a difference ever since. Our Fundraising Team are dynamic and creative - and we want you to be part of it

Today our free care supports 2,000 local people and their families, in Herts and Bucks. We truly are a community hospice – built and funded by the community, to serve the community.

The Database Officer will play a key role within the fundraising team, taking day to day operational responsibility for the fundraising CRM and leading on processes to capture and use data to support fundraising.



Hospice Founder,  
Pam MacPherson

## SO, WHERE DO YOU COME IN?

People are at the heart of everything we do. And you would be no different. We are all vital cogs in delivering our care and support.

We are looking for an enthusiastic problem solver who has experience using CRMs and is keen to learn more.

This is the perfect role for someone with an aptitude for data and systems, a can-do attitude and who is excited by the prospect of learning a new system. This is a six month contract with the potential to extend and become permanent.

## THE OPPORTUNITY

*"Everyone has a talent that gets better for using it and the Hospice needs all the talents."*

Pam MacPherson,  
Founder of The Hospice of St Francis

The Database Officer is a key part of the fundraising team. Working with our CRM donorflex, you will support the effective management and capture of supporter data and lead on the preparation and segmentation of data for marketing and appeals. Supported by a team of two data administrators, you will ensure the health and accuracy of all our supporter data and help the fundraising team to use that data to generate income.

## THE MUST HAVES...

- 2 years relevant experience working with CRMs in a fundraising or a direct marketing environment.
- Experience of working with external support desks to seek advice and resolution to processing issues.
- An eye for detail and be meticulous in ensuring accuracy of data.
- An understanding of fundraising stewardship or customer care principles gained in either a voluntary sector or private sector environment.

## THE IT WOULD BE GREAT TO HAVES...

- Knowledge of donorflex is desirable but training will be given.
- Experience of working with platforms such as Stripe, Mailchimp, Access Direct Debit, Much Loved, Enthused, is desirable but not essential.
- Understanding of GDPR as it relates to fundraising.



# YOU KNOW IT MAKES SENSE

- 22.5 hours per week (days and hours negotiable) Salary: FTE £28,000 - £30,000 pa
- We're not regulars on the yoga scene, but regardless, we're flexible – and we know that might be important to you too! So we have a flexible/hybrid working approach which we'd be happy to talk about.
- 27 days annual leave (plus bank holidays) pro –rata for part time.
- Free onsite parking
- Wide range of free training courses, plus personal development opportunities
- On-site home cooked food served at a reasonable rate in our bistro
- You'll have freedom to make decisions within the boundaries of the Job Description and charity policy and procedure
- Don't forget a stunning setting, plus #team comradery, support and bags of positivity!

## THE BIT WE BET YOU DON'T READ!

- Respect and follow [the Hospice's values](#).
- Your internal & external contacts will include all Employees, Volunteers, Trustees and Patrons, plus members of the general public and external organisations/suppliers.
- The post-holder will come into contact with emotional circumstances, through speaking to staff, volunteers and patients and or information. The post holder will frequently be required to change from one activity to another to meet the changing needs of the service
- You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies. You will need to complete all mandatory training.
- Safeguarding: Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

This list of tasks and responsibilities is not exhaustive and the job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description can be amended by agreement with the Post Holder and Manager

How much does a selfie weigh?\*

An Instagram.

\*(Please don't judge us based on this)

#APlaceToThrive

