

Job Title: Insight and Database Manager



Based at: Y Care International (YCI), London office

bamboo
fundraising recruitment

Y Care International creates opportunities for vulnerable young people across the globe to change their lives for the better. Inspired by and faithful to our Christian values, we work with people of all faiths and none to build a more just world, free from poverty.

This post is crucial to ensuring effective support for YCI fundraising and marketing through analysis, interrogation and segmentation of data, tracking and producing campaign reports; performing regular data updates and imports; designing and running data queries to effectively manage supporter donations and fundraising communications.

Job purpose:

We're after more than a database manager - YCI requires a dynamic, meticulous and reliable professional who can help us drive our digital led approach to program growth.

You'll be responsible for delivering effective insights to support our audience development and digital supporter journeys, data administration and insight to support the development and long-term growth of our forward-looking fundraising programme.

The post holder will need to keep accurate records, communicate with confidence and authority and be able to operate in a flexible organisational environment with accuracy and tenacity.

- Lead on the development of audience insights and user journey across our digital channels
- Manage the handling, administration and compliance of YCI's supporter database (Raiser's Edge), maintaining donor records and gifts to the highest standards of accuracy while improving the efficiency of current processes
- Providing qualitative and quantitative insights to help inform YCI's fundraising and marketing strategies.

Accountable to: ?

Accountable for:

- The management of YCI's supporter database and all aspects of our data processes
- All aspects purporting to the use of data and insights within the context of GDPR
- Line manages the supporter care apprentice
- Volunteers or interns as required from time-to-time.

Main responsibilities

- Develop thorough insights to support the development of our digital led approach to supporter recruitment
- Manage administration of YCI supporter database (Raiser's Edge), ensuring accurate and up-to-date supporter and gift information.
- Implement a database strategy to maintain processes for the effective handling of fundraising data and financial information.
- Use the audience insights to help us develop user led content and journey across digital channels
- Carry out data selections, imports and exports.
- Support sound fundraising financial management with monthly and ad hoc reporting for reconciliation and organisational reporting requirements.
- Provide proactive qualitative and quantitative insights to support the development of the fundraising and communications program
- Work alongside key members of the fundraising team to provide research to support targeted insights – major donors, corporate, trusts working within GDPR framework
- Set up, improve and maintain YCI's database management and administration processes, ensuring proper documentation.
- Ensure database and data is compliant with all legislation and keep abreast of developments in the sector to ensure ongoing compliance.
- Carry out regular cleaning of data using internal and external tools in order to tackle potential discrepancies and inaccurate information.
- Ensure that the database meets current fundraising needs, including undertaking periodic review of the database.
- Provide training and support to all users of the database to ensure consistency and data standards.
- Produce end of campaign reporting for all fundraising activities where required.
- Gift Aid systems management & administration: process Gift Aid claims and deliver accurate Gift Aid submissions, managing the storage of Gift Aid records, keep up to date with Gift Aid legislation and practice.

Scope of role & limits of authority

The post holder is required to:

- Work within the framework of the objectives set by the **Director of Fundraising and Marketing.**
- Take responsibility for their own work and for achieving the agreed tasks and objectives
- Work closely with YCI's finance staff to provide accurate information as required
- Perform all other duties relevant to the **post as required by the Director of Fundraising and Marketing.**
- Support and inform the effective gathering and use of data as it relates to the needs of the Fundraising team
- Keep abreast of data, database, donor and technology developments across the charitable sector through available information using on and offline resource

Experience & qualifications

- Degree level qualification or relevant work experience equivalent to this standard of education
- Expert level user of a fundraising database, ideally Raiser's Edge, including the ability to perform data imports/exports, create data selections and segmentation,
- Knowledge and experience of developing audience insights and supporter led journey across digital channels
- Experience of building and maintaining standards and procedures for the handling of donor and financial information, ideally in a fundraising environment.
- Experience of working alongside finance staff and undertaking financial reconciliations.
- Computer literacy with competence for MS Office, especially Excel and Access (plus Word, PowerPoint).

Knowledge & Skills

- Proven, demonstrable experience of at least three years working in database management and administration.
- Excellent analytical skills for carrying out analysis, reporting and interpreting of data.
- Excellent numerical, written and verbal communication skills.

Personal characteristics

- Accuracy and excellent attention to detail, able to manage multiple priorities, foresee and counteract issues ahead of time.
- Able to prioritise workload, be well organized to work efficiently, and maintain high standards under pressure.
- Self-motivation with determination to succeed coupled with readiness to support colleagues and enjoy working in a fast-paced environment.
- Initiative to find ways of working collaboratively across the organisation to improve the way data is managed and used by YCI in order to help it achieve its strategic goals.
- Good team player, able to build relationships with sensitivity, sound judgement and pragmatism to deal effectively with work challenges.
- Understanding and sympathy for YCI mission and values related to promoting the interests of young people and communities.

Terms and Conditions of Employment

Commitment to Y Care International's 'Working with Children and Young People Policy' is a requirement of employment. The successful candidate may be required to undertake a Disclosure and Barring Service check.

Position:	Insight and Database Manager
Location:	London
Term:	Full-time, Permanent
Salary:	£32,000 to £35,000 per annum, inclusive of London Weighting
Working Hours:	Working Monday to Friday. Normal office hours are 09:00 to 17:00; core time is 10:00 to 16:00. Flexible working arrangements/working from home may be agreed with line management/Management team
Annual Leave:	25 days per annum in each year commencing 1 April to 31 March (pro-rata, where employment commences during the year). YCI gives additional leave days (three days, normally between Christmas and New Year)
Probation Period:	6 months
Notice Period:	4 weeks during probation; then 3 months after probation
Pension Scheme:	Access to stakeholder pension scheme.
Life Assurance Scheme:	Available, if membership of the Pension Scheme is not taken. Life Assurance Scheme is free of charge.
Y Care Sickness Pay:	Up to 12 weeks in any rolling year (pro-rata if employment commences during the year)