THE ROYAL MARSDEN CANCER CHARITY

Job description

Database Officer

Job title	Database Officer
Salary	Up to 32k
Hours of work	37.5 per week
Directorate	Finance and Operations
Accountable to	Head of Database and Fundraising Support
Responsible to	Associate Director of Finance and Operations
Location	London (with occasional work in Sutton)
Liaises with	Fundraising and Digital Teams

1.   Job Purpose

The Royal Marsden Cancer Charity raises money solely to support The Royal Marsden, a world-leading cancer centre. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and ground-breaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

The Royal Marsden Cancer Charity has a three-year strategy that aims to significantly grow our income. Along with funding an existing world-class programme of research, treatment and care, we have also launched a new £70 million capital appeal to build The Clinical Care and Research Centre that will provide radical new solutions for the research and treatment of cancer.

We are looking for a Database Officer to help the Charity achieve its aims and objectives. Database and Fundraising Support is a small team with ambitious plans to develop new systems and processes to support the growing fundraising department. As one of two database officers you will be responsible for supporting the Database Assistant in ensuring that all data is received and imported accurately into the Raisers Edge and helping to develop new systems and processes to support this. You will help solve problems, answer requests, deliver mailing selections, and promote effective and compliant database use through training and supporting colleagues across fundraising.

2. Key areas of responsibility

Database administration and support
- Advise and set up coding, structures and processes to reflect the database needs of Fundraising and Finance
- Carry out recoding and global changes to the database as required
- Review data and processes to ensure that data within Raiser's Edge remains compliant to GDPR standards.
- Proactively evaluate and suggest ways to improve database systems and processes
- Work with the team to develop and maintain procedural documentation related to use of the database
- Set up new users and maintain security groups

Data Imports and Quality
- Design and implement import routines with third-party suppliers as needed
- Support the Database Assistant to ensure that data from external sources is imported onto the Raiser's Edge
- Work with colleagues in the Finance Team to reconcile income
- Ensure that procedures are in place to check the quality of data input
- Set up and run database housekeeping procedures to optimise the accuracy of the supporter data.

Data Outputs & Reporting
- Support and run complex marketing selections from the Raisers Edge
- Provide reporting and expertise to support the analysis of the campaign results
- Develop simple data outputs and complex reports using "query" and "export" for fundraisers as required
- Develop and support use of dashboards for Reporting

Team Working and Support
- Support team members within Database and Fundraising Support in delivering the team's day-to-day workload.
- Work closely with Fundraisers to standardise best practice of the database for income processing, data management and supporter care.
- Provide user training and develop clear process documentation to support consistent use of the database
- Build and maintain strong relationships with colleagues across the organisation

3.   Confidentiality and Data Protection

3.1   All employees of The Royal Marsden Cancer Charity must not, without prior permission, disclose any information regarding patients or staff (please also see the Charity's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal.

3.2   All employees should comply with the Data Protection Act and the General Data Protection Regulation (GDPR) which comes in to effect from May 2018 and sets out requirements for how organisations will need to handle personal data.

4.   Health and Safety

4.1   All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and the charities policies on health and safety.

5.   Customer Service Excellence

5.1   All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, donors, supporters, volunteers and staff with professionalism, respect and dignity.

6.   Equality and Diversity Policy

6.1   The Royal Marsden Cancer Charity is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

7.   No Smoking Policy

7.1   There is a no smoking policy at The Royal Marsden Cancer Charity.

8.   Review of this Job description

8.1   This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

9.   Employee Specification

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
Experience		
Experience of Raisers Edge for database administration (coding / structuring / users)	Essential	Application/Interview
Experience of Query, Mailing and Export for complex data requests	Essential	Interview/Test
Knowledge of Import	Essential	Interview/Test
Excellent organisational skills and attention to detail	Essential	Application/Interview
Advanced Excel for manipulating large datasets	Essential	Application/Interview
Experience of database selections and reporting	Essential	Application/Interview
Strong team working and interpersonal skills	Essential	Application/Interview
Experience of training and supporting non-technical users to learn new processes	Desirable	Application/Interview
Advanced Access	Desirable	Application/Interview
Experience of using ImportOmatic	Desirable	Application/Interview
Understanding of GDPR and fundraising data	Desirable	Application/Interview

The above attributes have been identified by management to be necessary for this post, and will be used when short listing applicants for interview.

APPLYING FOR THIS ROLE

How to apply

Please send an email to **datajobs@rmh.nhs.uk** referencing the job title in the subject line and enclosing:

- A CV including roles held, career achievements, and qualifications – plus the names, positions and contact details of two referees (we won't seek references without your prior agreement)
- A supporting statement (maximum two pages) detailing how you meet the attributes in the employee specification
- A cover letter explaining why you are interested in this role

Applications without a supporting statement and cover letter will not be considered.

The application process

The deadline for applications is midnight 11th July 2018.

First interviews will be on Tuesday 17th July.

Second interviews (tbc) will be w/c 23rd July