Loughborough University

DATABASE SUPPORT ASSISTANT
Job Ref: REQ171210

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

Marketing and Advancement brings together a wide range of teams spanning marketing, communications, web and digital, student recruitment, outreach, market research, international recruitment, creative services and print, and development and alumni relations

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To provide general database support to all University users of the Raiser's Edge database and assist in the ongoing maintenance and enhancement of our data quality. The post-holder will be involved in a wide range of routine database activities related to maintaining database records, providing data extracts and analysis, developing basic database procedures and training new users of the system.

This position plays a central support role in maintaining in the University's ongoing relationship with its 175,000+ alumni and supporters around the world. It will also support the fundraising work undertaken by the Philanthropy Team, which is aiming to raise £16.25m by 2022 for life-changing projects ranging from dementia research to scholarships to help disadvantaged young people access higher education.

Job Duties

1. To support new database users by coordinating installation, providing basic training and setting appropriate permissions.

2. To develop and maintain written procedures relating to routine database activities.

3. To troubleshoot any database issues from other users and respond to ad-hoc queries.

4. To produce both new and routine data extracts such as KPI reports, mailing lists and event guest lists.

5. To undertake data cleansing activity on large datasets prior to bulk imports and processing of exceptions with the supervision of colleagues.

6. To support the audit and ongoing maintenance of code tables within the database under the direction of other members of the database team.

7. To run queries of the database so that data needs are met in a timely and efficient way.

8. To provide basic data analysis and insight reports. For example, to profile the number and types of alumni / contacts we hold in a specific subject, geographical area or industry, and how many of those are contactable by different methods.

9. To support the Philanthropy Team by leading on the day to day processing of gifts on the database, prompt acknowledgment of donations and following procedures to update records, apply appropriate coding and identify relevant actions.

10. To provide additional support around researching organisations or individuals as required by the Prospect Research Team or Data Partnerships group.

11. To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.

12. To undertake any training and development deemed appropriate for the position by the Market Research, Evaluation and Policy Manager.

13. To ensure compliance with relevant University policies and procedures.

Points To Note
The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions
All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility
Reports to the Fundraising Projects and Database Officer. The post-holder will also work closely with the Prospect Research and Database Officer.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application
2 – Test/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in an office environment	1,3
	Experience of working as part of a busy team	1,3
	Experience of working with large databases / CRM systems or manipulating large datasets with accuracy	1,3
Skills and abilities	Excellent communication and inter-personal skills, including the ability to clearly present data findings to a variety of audiences	1,2,3
	Excellent level of general ICT skills, especially MS Excel	1,2,3
	Initiative, flexibility and the ability to adapt to a rapidly changing working environment and the needs of colleagues	1,3
	Proven ability to be proactive, prioritise tasks, learn independently, and solve problems	1,3
	Excellent time management skills including a proven ability to plan and organise own workload and work on a range of tasks to meet tight deadlines	1,3
	Highly numerate with the ability to interrogate database systems and provide clear data analysis	1,2,3
	Excellent attention to detail and appreciation of the need for data accuracy	1,3
	Ability to deal with confidential data sensitively and in accordance with data protection policies	1,3
	Proven ability to undertake accurate desk research to provide insight	1,3
Training	A willingness to undertake further training as necessary	1,3
Qualifications	A levels or equivalent, as well as GCSE English & Mathematics.	1,3
Other	A willingness to work flexibly according to the demands of the post	1,3
	Commitment to working within the bounds of the current Data Protection Act and incoming General Data Protection Regulations	1,3
	Commitment to the University's Equal Opportunities policy at all times.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in the higher education sector	1,3
	Experience of delivering basic training sessions to individuals / small groups	1,3
	Experience of working with Blackbaud's Raiser's Edge	1,3

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 4, £19,850 - £23,557 per annum, plus pay award effective from August. Starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found here.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html

In addition, the University is supportive, wherever possible, of flexible working arrangements.
We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see
http://www.lboro.ac.uk/services/hr/athena-swan/

Informal Enquiries

Informal enquiries should be made to Fiona Fowkes, Fundraising Projects and Database Officer by email at F.Fowkes@lboro.ac.uk or by telephone on 01509 228698.