

DATABASE ASSISTANT

Job Ref: REQ240315

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 database support for the University's alumni database (Raiser's Edge)
- Assist in the ongoing maintenance and enhancement of data quality.
- Updating and tidying alumni records, including identifying and merging duplicate records.
- Running routine data extracts, reports and KPIs.
- Documenting and reviewing basic database procedures.

Job Duties

- To troubleshoot database user issues and respond to ad-hoc queries in line with agreed processes and procedures.
- To run routine database queries, KPIs and reports.
- To undertake data cleansing activity on large datasets to enable data to be imported.
- To support the audit and ongoing maintenance of code tables within the database under the direction of other members of the database team.
- To ensure all event bookings are accurately recorded on the database.
- 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.
- To undertake any training and development deemed appropriate for the position by the Development Operations Manager.
- 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 Data and Insights Manager.

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 and/or 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
	Excellent time management skills, including an ability to be proactive, prioritise tasks with competing deadlines, learn independently, and solve problems	1,3
	Highly numerate with the ability to interrogate data 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
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, £23,700 - £27,181 per annum, plus annual pay award. 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/>