

JOB DESCRIPTION

Job Title:	Data and Interventions Manager
Department:	Development
Reports to:	Senior Development Manager
Based at:	CARE Romney Street Office
Hours:	Full time (part time options considered)
Contract Type:	Permanent

Role Purpose:

Responsible for managing CARE's supporter database and ensuring it is used effectively across the organisation. To ensure we provide a responsive and administratively efficient service for CARE's supporters, staff and external contacts. To facilitate CARE's ministry by managing and proactively developing CARE's CRM and keeping the CEO and SLT informed on developments with CARE supporters. To act as Data Protection Lead within CARE.

Responsible for processing donations, including direct debits and legacies, and ensuring all information is accurately recorded on CARE's database.

Specific Responsibilities:

- a) Produce regular and ad hoc reports for the Director of Development and Senior Leadership Team, including reports on supporter giving, mailing numbers and other information as required.
- b) Proactively develop the supporter database, administrative and reporting processes.
- c) Keep Supporter Relations procedures well documented and policies updated.
- d) Conduct regular Payment Card Industry (PCI) compliance audits.
- e) Monitor and identify trends in supporter giving and responses for the Director of Development.
- f) Create appropriate mailing lists and files for supporter communications via email and post.
- g) Be central point of contact for database-related queries, training, problem solving and managing links with our external database support.
- h) Hold responsibility for ensuring all staff are trained in using the database, and comfortable doing so, maximising its potential as a tool for CARE.
- i) Support the work of the Donor Care Officer and Development Team by leading on processing regular and ad hoc donations, thanking supporters appropriately, ensuring the database is kept up to date and other administrative duties.
- j) Ensure that CARE's processes are in line with GDPR and are in line with the requirements of our annual audit.
- k) Assist the Director of Development, SLT and CEO with other Database and IT-related tasks when necessary.
- l) Oversee all aspects of the receipt, batching, checking and banking of donations to CARE from individuals, churches, trusts and organisations by cash, cheque, credit card and charity voucher.
- m) Oversee the use of the CRM to support segmented campaigns and creating appropriate mailing lists and files for supporter communications.

General:

- a) To be flexible in working from other offices in the UK as required for the effective delivery of the role
- b) To demonstrate the values and cultural aspirations of CARE in all work that is undertaken
- c) To ensure due consideration is always given to our charitable aims and objectives and that this is demonstrated in all activities undertaken
- d) To be inspired by the work of CARE, supportive of and in full agreement with CARE's statement of faith

Person specification

Character

We expect each member of the CARE team to embody Jesus' Golden Rule described in Matthew 22:37-38: "Love the Lord your God with all your heart and with all your soul and with all your mind." This is the first and greatest commandment. And the second is like it: "Love your neighbour as yourself."

As part of our personal discipleship, members of the CARE team will be accountable for how the Fruit of the Holy Spirit in Galatians 5:22-23 impacts relationships, conduct, speech, behaviour, motivation, and goal setting.

This will mean you will:

- place prayer and the spiritual wellbeing of yourself, colleagues, and others as a priority.
- be willing to take responsibility for your own actions, those of your team, and not abdicate responsibility for appropriate decision making.
- step in to help others where you see a need being unmet.
- see your role and work in the context of mission and God's calling on your life.
- act with civility and integrity in all matters internal and external and avoid party political or denominational bias in carrying out work in and for CARE.
- be flexible and agile in working patterns and be willing to go the extra mile when necessary.
- show grace and forgiveness when wronged and say sorry and ask for forgiveness when a mistake has been made.
- be an active listener and take advice to make wise decisions.
- be inclusive in respecting the value of each person whether they share the same beliefs, views, or positions or not

Essential Criteria

- A team player
- An interest in working in for a Christian Charity and sympathy with care's mission and values
- Able to avoid party political and denominational bias in exercising the required duties
- Willing to take part in spiritual activity such as contribution to Bible study and staff prayers
- Experience of dealing with customers/clients
- Organised, with strong administrative skills
- Numerate, good attention to detail, able to identify and correct errors
- Able to deal with confidential data and exercise discretion
- Sound knowledge of Microsoft Office applications, including Microsoft Excel - able to mail merge, and to create and present reports
- Experience of database administration, querying and reporting

- Strong understanding of GDPR legislation and compliance
- Customer service and complaints handling experience
- Demonstrates a positive can-do attitude and a willingness to help, when necessary, with tasks outside the normal duties

Desirable Criteria

- Experience of working within a charity and more specifically donations processing
- Experience using Mailchimp and Website CMS
- Problem-solving ability
- Able to work quickly and accurately under pressure and to prioritise
- Good communication skills, via telephone, in person and written correspondence
- Flexible and capable of multi-tasking
- Proactive in spotting trends and highlighting opportunities for development
- Can handle and implement change, take on board constructive criticism, and is respecting of authority
- Inspired by the work of CARE, supportive of and in full agreement with CARE's statement of faith