JOB DESCRIPTION

Job Title: Database Support Officer

Responsible To: Head of IT

Location: Home based, with occasional travel to Head Office, Dorset

Salary: Grade C, £27,065 - £32,500 depending upon experience plus 8% employer pension contribution

Hours: 1 FTE, 37 hours per week

Contract: Established post

Job Purpose

- To manage data directly held within the supporter / volunteer databases ensuring that the full potential is achieved to help maximise the growth of income and supporter engagement.

- Assist with management and integration of data generated from Butterfly Conservation websites/apps e.g., Big Butterfly Count and Wild Spaces.

- To provide technical support, in-house training, and advice to ensure data is well managed and effectively stored in line with data protection regulations.

Main Responsibilities: Database and reporting

- Effective management of databases to ensure all data is stored, maintained, imported, and exported correctly. Facilitate accurate data segmentation and export for campaigns; implement changes where needed to improve and streamline processes.

- Manage the bulk email facility (ClickDimensions) to ensure accurate data and address group extraction for specific individual email campaigns, members, and Branch use as required.

- Oversee and report on payments received via website, completing Gift Aid reports and annual income reconciliation as required to Finance Team for audit purposes.

- Assist the database managers on the development of additional facilities to enable synchronisation with our website membership forms, tracking of grant and trust income and legacy pledgers.

- Provide guidance, training and help desk support to all users of the database to ensure effective use for all areas of Butterfly Conservation’s work, ensuring good quality, accurate user notes are maintained.
Main Responsibilities: Data Protection and Fundraising Regulations

- Ensure accurate opt in data is obtained for all contacts and supporters in line with EU General Data Protection Regulations and that all data held and used by Butterfly Conservation staff and volunteers adheres to the regulations at all times.

- Update and maintain Butterfly Conservation’s data protection policy and guidance documents in line with regulations and ensure they are uploaded to relevant website areas and shared with staff and volunteers. Provide data protection advice and training as required.

- Ensure that any fundraising preferences notified under the Fundraising Preference Service are actioned and rigorously observed through regular process tests.

- Ensure all data held is in accordance with the Data Protection Act, including data cleaning and de-duplication of records on the databases and data consistency across the Charity.

- Keep up to date on all new data protection and fundraising regulations.

General

- Assist the Membership and IT Teams during periods of high workloads, sickness or annual leave to ensure there is no backlog.

- Promote BC’s values (Excellence, Passionate, Inspiring, Collaborative) ensuring they are adopted in all aspects of the role.

- Undertake any other reasonable duties as required and commensurate with the grade of post.

- Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities to help foster a diverse workforce.

- Work in accordance with BC’s policies, procedures, and codes of conduct.

- Actively participate in on-going professional development activities.
# PERSON PROFILE

**JOB TITLE:** Database Support Officer

<table>
<thead>
<tr>
<th>Technical/Specialist Skills</th>
<th>Essential</th>
<th>Desirable</th>
<th>Method of assessment</th>
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<tbody>
<tr>
<td>Educated to degree level or equivalent experience</td>
<td>✓</td>
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<td>A/I</td>
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<tr>
<td>Strong understanding of data systems, knowledge of office 365, IT systems and Customer Relationship Management (CRM) databases</td>
<td>✓</td>
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<td>A/I</td>
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<tr>
<td>Demonstrable expertise in using Microsoft Dynamics 365 or a similar supporter database, to a high level, including querying, importing, selecting and exporting data and producing reports</td>
<td>✓</td>
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<td>Strong data management experience and abilities</td>
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<td>Experience of using Power BI for reporting</td>
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<td>Demonstrable ability to understand and articulate complex requirements</td>
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<td>Extensive analytical and data interpretation skills</td>
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<td>Excellent knowledge of data protection regulations</td>
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<td>Experience of managing communication preferences and adhering to Fundraising Regulator requirements</td>
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<td>Ability to train/teach others and sharing of knowledge and best practice</td>
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<td>Experience of running, analysing and interpreting survey data</td>
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**Line Management/Contractor Responsibility**

Experience of managing external contractors ✓ I

**Working with Volunteers/Managing External Partners and others**

Effective communication both verbal and written with a wide range of individuals, from volunteers and staff to external partners ✓ I

**Personal Attributes**

- Analytical and methodical, with a high degree of accuracy and attention to detail ✓ I
- Target driven with ambition to succeed and meet targets ✓ I
- Organised with ability to prioritise workload, set work programmes, meet tight deadlines and use own initiative ✓ I
- Excellent team working ethos ✓ I
- Good communications skills at all levels ✓ I
- Pragmatic, innovative and able to motivate others ✓ I
- Willing to work some weekends and evenings, sometimes away from home ✓ I
- Full driving licence (or means to travel) ✓ I
- Empathy with aims and objectives of Butterfly Conservation ✓ I

**Key:**

A = Application Form  
I = Interview