

JOB DESCRIPTION
Database Assistant
Vacancy Ref: N767

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| Job Title: | Database Assistant | Grade: | 4 |
| Department/College: | Alumni, Development and Events | | |
| Directly responsible to: | Rachel Newbury – Head of Annual Giving | | |
| Supervisory responsibility for: | Casual clerical staff employed for data inputting | | |
| Other contacts | | | |
| Internal: | | | |
| Alumni, Development and Events colleagues, other alumni database users across the University (notably the Management School Alumni and Careers team and the central Careers team), Professional Services colleagues (notably the Registry within Student Based Services), faculty and academic departments, colleges and the Students' Union. | | | |
| External: | | | |
| Individual alumni and other individuals – responding to enquiries, particularly in relation to updating of contact details, the receipt and provision of information, goods and services and attendance at alumni events. External agencies – working with the alumni database suppliers regarding enquiries and database maintenance, and data cleaning companies. | | | |
| Overview of the role: | | | |
| The Alumni, Development and Events Division supports the University's strategic objectives by building, managing and maintaining mutually beneficial and productive relationship with its alumni, other influential individuals, companies, and charitable trust and foundations. The role of Database Assistant is vital in assisting with the smooth running of the Division's activities through ensuring that: | | | |
| <ul style="list-style-type: none"> • the alumni and donor database, The Raiser's Edge (which holds 125,000+ records) and online system, NetCommunity, is kept maintained, up to date and accurate. • the user team are fully supported in their use of these systems. | | | |
| The key focus of the role is information management and providing database support for system users. The post-holder works with the Marketing Systems Administrator - Alumni, on the maintenance and development of the Alumni and Development Office database. | | | |
| Major duties: | | | |
| The role-holder will be expected to: | | | |
| <ul style="list-style-type: none"> ➤ Along with the Marketing Systems Administrator (Alumni) - deliver training to system users, write up and test training materials and procedures and, overall, provide a database advice and "help" service to system users. ➤ Identify and carry out essential database maintenance tasks and manage the data cleaning process. This work will also include using own initiative to identify and correct data issues in the system, including duplicated and incomplete records. ➤ Use database management facilities to produce reports, queries, mailshot data and lists as required by other staff in Alumni, Development and Events, other sections within the Professional Services and Academic departments. | | | |

- Oversee the training, supervision and direction of casual staff/students who are employed to carry out data inputting and verification of online data updates.
- Work with wider sources of alumni information and take a lead in identifying and integrating alumni data from other sources across the University – e.g. student records from the central student registry (including verifying “lost” alumni records via University paper and microfiche records). This also includes using external public resources (web based and others) to update or check records. In this work, the role-holder will be expected to use their own initiative to identify individuals or organizations that may be key contacts for the Alumni, Development and Events Office and provide information to other team members, as appropriate.
- Take a lead role in database developments (e.g. current initiatives cover: implementation of the system’s Volunteer module, single sign-on functionality on the web-based system, enhanced data interfaces with the student record and HR systems). The role-holder will be expected to advise on and participate in the decision-making involved in implementing new initiatives and will devise relevant guidance and training for users.
- Ensure that data records are held, selected, updated and distributed in accordance with the principles of the Data Protection Act.
- Carry out database configuration duties such as setting up the system’s template letters and emails.
- Prepare and check data for bulk email, mail-shots, guest lists, name badges etc in support of the alumni and friends engagement programme activities (these cover communications, publications, events, fundraising).
- Carry out website updates, bulk email shots and other website administration on two content management systems (currently NetCommunity and TerminalFour), plus administration tasks using other external websites (e.g. Eventbrite, SurveyMonkey).
- As required, update and amend individual records from information received via a range of sources (telephone, mail returns, email, social networking sites, donation forms, event registrations and general correspondence).
- As required, verify data updates received via the online system (NetCommunity) interface with The Raiser’s Edge database.
- As required, gift record entry.