**CRM Assistant and Data Support (Volunteer)**

**Hours**

2-4 days per week (negotiable)

**Commitment**

Minimum three months, if possible

**Location**

Disasters Emergency Committee

Ground Floor

43 Chalton Street

London NW1 1DU

**Expenses**

DEC volunteers are entitled to claim expenses for travel (up to £15/day) and lunch when working for at least five hours (up to max £5/day).

**Purpose of Role**

To support the Fundraising team by helping to maintain the DEC’s Customer Relationship Management (CRM) database and customer details. Cleaning, de-duping and assisting with the auditing of Gift Aid information.

**Tasks and Responsibilities (essentials)**

1. Assisting with the day to day management of the CRM including;
	* Cleaning names / addresses / emails
	* Cleaning Gift Aid declarations
	* De-duping records
	* Data quality checking
	* Running audit reports
2. Cleaning and formatting data for import to the CRM
3. Assisting with segmentation and analysis
	* Updating group records with new categories
	* Researching records for more information
	* Recording feedback from supporters

**Skills**

1. Strong understanding of database software (especially CRM software)
2. Eye for detail
3. Good organisation and analytical skills
4. Fluent with Excel and Google Docs
5. Able to work in a dynamic and changing team and willingness to get involved in many areas and add creative input