



Job title:	Database Officer
Working base:	DEC Secretariat Office, 17 – 21 Wenlock Road, London, N1 7GT (with flexible remote working)
Reporting to:	Fundraising Operations Manager
Direct reports:	None
Salary:	Circa £32K per annum
Contract status:	12-month fixed term contract

Who we are and what we do

The Disasters Emergency Committee (DEC) is a unique and dynamic membership organisation which comprises 15 of the UK's leading humanitarian agencies: ActionAid, Action Against Hunger, Age International, British Red Cross, CAFOD, CARE International, Christian Aid, Concern Worldwide (UK), Islamic Relief Worldwide, International Rescue Committee UK, Oxfam GB, Plan International UK, Save the Children, Tearfund and World Vision.

Since it was founded in 1963, the DEC has run over 70 fundraising appeals and raised more than £2 billion to help save lives and protect livelihoods in disaster-affected communities around the world.

The DEC launches appeals when there is a humanitarian emergency of such magnitude to warrant a national UK response. DEC fundraising appeals benefit from unique corporate partnerships through our Rapid Response Network and the combined expertise of our member agencies, resulting in wide reaching appeals across high profile TV, radio, and an increasing number of digital channels.

The majority of DEC funds are raised over an intensive two-week period following a disaster. Appeal funds are specifically for overseas humanitarian work and are normally spent over a two or three-year response period. An important part of the DEC's remit is in learning, accountability and sharing information.

The DEC Secretariat is funded by contributions from its member agencies and is responsible for the day-to-day running of the DEC. There are currently 25 staff members and a small number of dedicated volunteers, working together to promote the values of dynamism, openness, collaboration, empowerment, and innovation.

Background

We are currently managing and receiving donations for three appeals: Coronavirus Appeal, Afghanistan Crisis Appeal and Ukraine Humanitarian Appeal. This contract role forms part of the surge staffing capacity now required in light of the huge scale of the DEC Ukraine Humanitarian Appeal launched in March 2022.

Purpose of the role

The main purpose of this role is to have responsibility for ensuring the timely and accurate importing of data from a variety of income sources in our database [Salesforce], and to support the Fundraising Operations Manager with other data management tasks, such as data cleansing and financial reporting.

Key Responsibilities

Data management

- Maintain data quality within the database by following a regular housekeeping calendar and data cleansing procedures.
- Responsible for staff, temporary workers and volunteers' access to the database and their ability to enter data to the appropriate standards.
- Responsible for the import of online and offline data feeds via multiple channels into the database.
- Ensure data is prepared and mapped correctly in line with end user and organisation requirements, and imports are carried out in accordance with agreed timescales.

Data development

- To manage database improvement projects as agreed with the Fundraising Operations Manager through initial investigation, development, and implementation.
- To be creative in the way the database is used, making suggestions to ensure that maximum benefit of the database is achieved.
- To propose new initiatives for data improvement projects to stakeholders.

Data analysis and reporting

- Regular and accurate financial reporting to the Finance team to assist timely reconciliation, and analysis.
- Proactively communicate data analysis and business intelligence in a format that is presentable to stakeholders.
- Design and implement reports to be presented to fundraising colleagues and senior management as required.

Data support

- Champion effective use of the database and data accuracy and lead in making others more data literate and able to access information.
- Train new and existing staff through periodic walk-throughs / modular training ensuring that data always remain high quality in accordance with statutory and best practice standards.
- Respond to and deliver end user requests in a prompt, friendly and effective manner
- To take primary responsibility that database documentation is maintained and available to end users.

Data administration

- Adhere to data protection legislation and regulations. Keep abreast with latest developments and guidance from the charity and data protection regulators on data protection.
- Audit the database regularly to ensure data is clean, accurate and that staff are following procedures for data entry and management.
- Liaise with third party suppliers to ensure the database and associated tools are working effectively, issues are resolved in a timely fashion and keep abreast with new developments.
- To ensure that all database processes are run in compliance with audit regulations and accountancy good practice.
- To work with the DEC's external Data Protection Officer to support best practise in this area and related projects as required.

Key working relationships & other

- Work collaboratively with colleagues across the Fundraising and Marketing department and wider organisation on the delivery of department projects
- Work with external suppliers to manage and liaise with tier 1, 2 and 3 donation processing channels, database management, and supporter care
- Provide team-wide support pre- and during appeals when and where required.
- Manage work experience/volunteers where necessary.
- Perform other duties that are relevant and appropriate to the role when required.

Organisational Culture and Mind Set

- Ensure DEC's values are integral to and are upheld, throughout your DEC journey.
- Open to effective, personalised support for managing a healthy work-life balance.
- Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.
- Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.
- Embrace the working culture of a progressive learning and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.

General

- Familiarity of, and adherence to, DEC's policies and procedures, including but not exclusive to Code of Conduct, Health and Safety and Dignity at Work. Policies will be updated from time to time, and in response to legislative changes.
- **Working hours and travel;** Our normal working hours are 9.30am to 5.30pm however, this post requires some flexibility in terms of working hours. The post-holder may on occasions be required to work additional hours in response to an emergency, events held outside office hours or to extra workload. Where possible, notice of this will be given and TOIL (time off in lieu) is available. Occasional UK travel and overseas visits may be required.

Personal Specification

	Essential	Desirable
Education/Qualifications	None.	<ul style="list-style-type: none"> A Levels or equivalent, with Maths and English GCSE's.
Experience, Knowledge & Skills	<ul style="list-style-type: none"> Excellent numeracy and Excel skills. Proven experience of using databases in a charity setting. Excellent organisational skills and close attention to detail. A methodical approach to data and a good eye for detail. Excellent interpersonal and written skills for use with other departments and other key stakeholders. Ability to cope in a fast-paced, pressured environment. Ability to plan and prioritise deadlines. 	<ul style="list-style-type: none"> Experience using Salesforce. An ability to pick up new processes quickly and identify where existing processes could be improved. Ability to work self-directed, using own initiative to identify and resolve routine problems.

Competency Profile

Competencies	Grade	Description
1. Delivering Quality Results	B	Demonstrates systematic approach and excellent project management
2. Planning	B	Is aware of others' activities and vice versa in planning activities
3. Analytical and Innovative Thinking	B	Works confidently with data and uses evidence to support work and come up with new solutions
4. Communications	B	Maintains constructive, open and consistent communication with others.
5. Team Working and Collaboration	B	Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution.
6. Leading and Motivating	B	Seeks and explores opportunities within the DEC which develop skills and expertise.
7. Resilience	B	Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same.

Benefits

- 25 days annual leave plus statutory public holidays.
- 24/7 free access to our employee assistance programme (EAP), via Life and Progress.
- Up to 8% company pension contributions (post probation).
- Season ticket loan.
- Cycle-to-work scheme.
- HealthCare Cash Plan.
- Informal dress code [smart when required]

This job description is a guide to the nature of the work required of the position at the DEC and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required as the DEC learns and evolves in response to global emergencies.