

DATABASE ADMINISTRATOR

RESPONSIBLE TO: National Director

REPORTING TO: Office & Finance Manager

LOCATION: Lagan House, 2a Queens Road, Lisburn BT27 4TZ

CONTRACT: 22.5 hours per week

Part time, 12 months fixed term contract, with potential of extension

SALARY BAND: £15,014 - £15,807 per annum pro-rata (NJC Scale 1, Pt 6-11)

ORGANISATIONAL OVERVIEW:

The Leprosy Mission Northern Ireland (TLM NI) is a Christian development organisation that works to cure, care for and restore leprosy affected people, families and communities. As part of a global organisation we work in more than 30 countries world-wide. Our vision is a world where leprosy is defeated and lives are transformed.

Following the example of Jesus Christ, The Leprosy Mission strives to break the chains of leprosy, empowering people to attain healing, dignity and life in all its fullness. In Northern Ireland we seek to engage and educate people to help resource and support the work in leprosy affected countries. Through prayer, financial giving, awareness raising and volunteering people from Northern Ireland help to bring about positive transformational change in the lives of those affected by leprosy and support efforts to eliminate the disease.

Our Values

As a non-denominational, Christian organisation we are committed to following the example of Jesus Christ in all that we do. The following Christian values underpin all aspects of our work:

Dignity We believe in the intrinsic worth and dignity of every person. With humility, we will treat each individual with equality, dignity and respect and tackle stigma and discrimination.

Integrity We believe in being open and transparent in all aspects of our work. We will say what we do and do what we say we will do. There will be a seamless correlation between our message and our actions.

Compassion We believe in unconditional love and selfless service to our neighbour, putting the needs, rights and hopes of the whole person at the heart of everything we do.

Empowerment We believe in supporting people to identify and use their gifts and talents, control their own lives, and participate in decision making.

Inclusion We believe that a healthy and stable society needs to be built by people working together. We respect other faiths and cultures and celebrate the diversity of the society in which we live. We oppose discrimination and anything that marginalises people.

Excellence All our activities should be carried out to the highest ethical and professional standards.

Looking Ahead and Moving Forward

After a period of review and consultation, the Board of Trustees approved a new strategic plan at the end of 2016. Over the next 4 years, 2017-2020, TLMNI is seeking to significantly increase financial support to programmes and projects in partner countries. This ambitious goal can only be achieved by increasing donations. By prioritising the fundraising efforts of the organisation 2 new roles are being recruited to invest in and increase capacity in this area.

The Database Administrator will play a key role in supporting the management of donor information and provide support services to achieve increased and targeted fundraising activities that will lead to an increase in donations.

PURPOSE OF ROLE:

We are seeking a highly motivated individual and team player with relevant, proven experience, excellent organisational and communication skills and a great eye for detail to deliver the administration of TLMNI's new fundraising database, eTapestry (Blackbaud). He/she will need to ensure accuracy and currency of data held, support the management of donor supporter information and help generate reports and mailings as required, as well as ensure best practice and compliance with UK Data Protection legislation and relevant guidance from the Fundraising Regulator.

The individual will be passionate about Customer Relationship Management (CRM) and helping the organisation know their supporters better so as to increase engagement and grow income. They will help champion the database as the central resource of the organisation which supports all activity and work hard to ensure that data processes are integrated throughout all areas of TLMNI. The transition to eTapestry marks a change in organisational processes. The Database Administrator will need to be flexible as processes evolve and develop and be able to problem solve as they face the inevitable 'glitches' and challenges that a new system brings.

The Database Administrator will also support the Office & Finance Manager in providing a comprehensive, efficient and effective administrative service which enables organisational objectives to be achieved.

Completed applications must be returned by **12 noon on Monday 24th April**. Applications submitted after this will not be accepted. Interviews are currently scheduled for **Wednesday 3rd May 2017**.

If you require any further information or any assistance with completion of your form, please contact Joy Jamieson via email at joy@tln-ni.org or telephone 028 9262 9500.

ROLE DESCRIPTION

Database Administrator (part time) Fixed Term:

General

1. Work effectively across the organisation, in support of all team members, ensuring that all activity complies with the charity's mission, policies, procedures and all legislation governing charity activity.
2. Understand and be able to communicate The Leprosy Mission's vision and mission in all activities.

Database Administration

1. Ensure and maintain the accuracy and integrity of all data held in the organisation's database (eTapestry).
2. Update information held on a daily basis, in line with organisational policies and processes.
3. Support the recording of financial donations and preparation of daily financial giving reports.
4. Communication (written and verbal) with supporters to maintain and improve information held on the database including the recording of any relevant relationships or connections.
5. Responsible for updating church, schools and youth information (e.g. acquiring and entering church minister lists on an annual basis) and ensuring that all details are in place for agreed organisational mailings.
6. Preparation of data for supporter mailings, Direct Mail (DM) fundraising as well as Church, organisation and campaign updates etc.
7. Ensure accurate data and information in place to generate personalized thank you letters and donor follow up.
8. Data development and integration with other systems (e.g. SAGE finance, Website, social media forums).
9. Analyse and segment data and provide agreed reports for the National Director, and other staff as required, ensuring that quality standards are adhered to.
10. Database cleansing on a regular basis, ensuring that any errors or omissions are corrected in a timely manner.
11. Ensure compliance with Data Protection guidelines and best practice based on guidance received from the Fundraising Regulator.
12. Work collaboratively with other staff to ensure that the database continues to meet organisational needs.
13. Act as key contact in liaising with eTapestry (Blackbaud).
14. Co-ordinate ETapestry security profiles and access on an ongoing basis, supporting other users.
15. Co-ordinate and further develop procedures manual.
16. Train users and answer any user queries in a timely manner.
17. Access relevant training and develop expertise in administering the database package, signposting other users to relevant online training.

Office Administration

1. To provide assistance and support in main reception area including answering any telephone calls and greeting any members of the public, supporters or visitors to the office or shop conveying high levels of customer service on all occasions.
2. To assist with both incoming and outgoing mail.
3. To assist with the coordination and maintenance of office diaries, including dealing with any requests for speakers at events or meetings and ensure that details are accurately recorded on the organisational calendar within Etapestry.
4. To assist with the preparation, production and implementation of organisational mailings.
5. To assist with the handling and receipting of any monies received in to the office, ensuring that financial procedures are followed.
6. To support the Office & Finance Manager with the operations of The Leprosy Mission's small shop, ensuring adequate and appropriate levels of stock to maximise and increase sales opportunities.
7. To support volunteer office placements provided by partnering organisations (for example, *Stepping Stones*, an organisation that works with vulnerable adults) ensuring that organisational policies and procedures are upheld.

Other

8. To work as a member of the staff team and contribute to its overall effectiveness.
9. To attend and participate in meetings and events as required including staff/team and external meetings/ events. Some of these may be offsite, involve travel, overnight stays and out-of-office-hours.
10. To be sympathetic to the Christian ethos and values of The Leprosy Mission.
11. To promote, develop and maintain good relations.
12. To communicate effectively with a diverse range of supporters about our mission, campaigns and resources for individuals and churches.
13. To work collaboratively with colleagues in other TLM National offices, particularly those within UK.
14. To provide support to the National Director, Office & Finance Manager and other staff as required.
15. Observe all relevant Health & Safety rules and regulations of TLMNI to ensure as far as is possible their own safety and well-being as well as that of their colleagues and associates.
16. To undertake training and development that may be considered necessary and actively participate in supervision/ feedback sessions with your line manager and the National Director

The above list is not an exhaustive list of duties and we reserve the right to vary this from time to time. The priority of tasks is often dependent upon seasonal priorities of the organisation. You will be expected to perform different tasks as necessitated by changing roles within the organisation and the overall objectives of the organisation.

PERSONNEL SPECIFICATION

Database Administrator (part time/ fixed term):

	Essential	Desirable
<i>Experience:</i>		
At least 2 years' experience working in a similar role with a recognised CRM system	Yes	
Minimum of 2 years' experience in managing data information	Yes	
Experience in data analysis and segmentation	Yes	
Experience in report writing, with ability to summarize information	Yes	
Experience in project management		Yes
Experience in training others		Yes
Experience in using bulk email and website integration technologies		Yes
Experience in working in a customer focused environment and dealing with members of the public	Yes	
Experience of handling cash		Yes
<i>Qualifications:</i>		
Minimum of 3 passes at A-Level or equivalent or work acquired equivalent	Yes	
Passes in CLAIT/ ECDL or equivalent computer/ IT courses	Yes	
<i>Skills & Abilities:</i>		
Excellent working knowledge of Microsoft including Word, Powerpoint and Outlook	Yes	
Proven advanced working knowledge of Microsoft Excel	Yes	
Excellent numerical skills	Yes	
Competent in relational database theory and practice		Yes
Proven computer and data entry skills	Yes	
Excellent attention to detail and proven accuracy skills	Yes	
Working use of social media channels and experience of website admin		Yes
Excellent proven organisational and planning skills	Yes	
Effective time management skills with proven ability to prioritise and balance competing priorities	Yes	
Proven ability to listen and follow instructions	Yes	
Experience of meeting deadlines	Yes	
Proven ability to multi task ensuring high levels of accuracy throughout	Yes	
<i>Communication and Team Working :</i>		
Excellent interpersonal and communications skills (written and oral)	Yes	
Proven ability to communicate complex data analysis or technical information to non-technical staff in both written and verbal formats	Yes	

Proven ability to work as part of a small team but also able to work independently with minimum supervision on various tasks and projects	Yes	
Experience of working with and supporting volunteers		Yes
Approach to Work:		
Flexible attitude to work and a willingness to help out where needed	Yes	
Understanding of the vision, mission and Christian values of The Leprosy Mission and a working style that reflects these	Yes	
Ability to work on occasional evenings and weekends	Yes	
Willingness to learn and to share learning for the benefit of TLMNI and others	Yes	
Other:		
Knowledge of the NI Christian Charity and Third sector context and UK Data protection guidelines		Yes
Knowledge of fundraising, particularly Direct marketing, and the donor development journey		Yes
Valid clean driving licence and access to a car to undertake any travel for business purposes that may be required with this role.		Yes

The interview panel reserve the right to apply all essential and desirable criteria when shortlisting candidates for interview.

Safeguarding Vulnerable Adults:

The role of Database Administrator will come into close working proximity with vulnerable adults on a weekly basis and as such all applicants are asked as part of their application form to confirm if there is any known reason why they could not take up a position working regularly with vulnerable adults. Any successful applicant who works in a role that includes regulated activity relating to vulnerable adults and/ or minors will be asked to complete an application form for an Access NI check.

**Database Administrator
General Terms of Employment:**

Duration:	Fixed Term 12 Months (with potential of extension)
Hours:	22.5 hours per week, occasional evening or weekend work may be required. In that case, time off in lieu can be pre-agreed with the National Director. Normal office hours are Monday – Friday, 9am – 5pm The role is expected to be delivered 9am-2pm, 5 days a week, with 30 minutes unpaid lunch break
Salary:	£15,014 - £15,807* per annum pro-rata (NJC Scale 1, Pt 6-11)
Holidays:	25 days annual leave (full time) plus statutory holidays (Annual leave & public holidays are pro-rata, based on number of contracted hours)
Probation:	6 Months On successful completion of 6 months probationary period, the appointment will be confirmed and based in Lisburn
Pension:	Membership of TLM's Defined Contribution Pension Scheme (employer contribution 10%)
Expenses:	Legitimate expenses incurred in the fulfilment of the duties of the post will be reimbursed as per organisational policies and procedures. Mileage allowance is currently set at 45p per mile if required to use own vehicle for work purposes.
Benefits:	Child care voucher salary sacrifice scheme
Period of Notice:	Less than six months service = 1 week Six month's service or more = 1 month The appointment may be terminated by either party as per above and when notice is given in writing