



JOB DESCRIPTION

JOB DETAILS

Post Title:	Database and Gifts Officer (Part-time)	Job Ref:	DGO-112018
Area:	Development Team	Location:	Greenwich, London, SE10
Salary:	£28,000 - £31,000, pro-rata	Status:	Part-time – 3 days per week
Hours:	Normal office hours, between 9am to 5pm. This role is required 3 days (21 hours) per week.	Annual Leave:	25 days, pro-rata, exclusive of Bank Holidays
Reports to:	Head of Development		
Staff Management:	None		
DBS Check Required:	No		
Relationships:	<ul style="list-style-type: none"> • IT & Compliance Manager • Development Team • Finance Team • Retail & Admissions Manager • Marketing & Communications Team 		
Role Purpose:	<p>The Greenwich Foundation for the Old Royal Naval College is looking for a new Database and Gifts Officer to join the Development Team as we embark on a new fundraising strategy to increase revenue income. The post holder's key responsibilities will be to set and maintain data management standards, processes and policies to ensure that the database is being used to its full potential for the benefit of the Foundation and in full compliance with the Data Protection Act 2018, and to support effective stakeholder engagement through the development of the Foundation's CRM system (thankQ).</p> <p>Working with staff across the organisation, the post holder will support the Foundation in developing a more strategic approach to data collection, management and segmentation to achieve its income targets and raise its visitor numbers and profile.</p>		

Amendment requires CEO/Director authorisation and Head of HR's final approval
 Last Updated: 14/11/18

	<p>The Database and Gifts Officer will play a crucial role within this new structure as they develop and safeguard our CRM system in line with the needs of the Development Team and assist in the provision of research profiles on individual prospects where they relate to the CRM system.</p> <p>The successful candidate will be calm, focused and supportive and enjoy being an active participant in the small but busy Development Team.</p> <p>The Old Royal Naval College is one of London’s most popular visitor attractions, at the heart of the Maritime Greenwich World Heritage Site, welcoming 1.2m visitors annually. This is a truly exciting time to join the organisation. We are embarking on our most ambitious transformation yet to become an extraordinary cultural destination. This includes developing a new visitor offer, new interpretation and learning programmes and – following the success of our Painted Hall conservation project – new conservation projects to repair our ancient buildings, bringing them to life for future generations.</p> <p>With a new Chief Executive and a highly engaged Board, we are looking to attract a number of passionate and talented people capable of driving our organisation forward. We are looking for people who want to deepen and strengthen their own skills and contribute to the establishment of a successful new operation.</p> <p>For the full job description and person specification, please visit www.ornc.org</p>
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RESPONSIBILITIES

A. ROLE SPECIFIC

1. Data Management

- 1.1 To regularly review data and run monthly monitoring reports to ensure consistency and quality.
- 1.2 To act as a support to staff on all matters relating to the database including queries and data analysis.
- 1.3 To share knowledge and experience with colleagues so that they are fully competent and confident to use the CRM system.
- 1.4 To provide staff training where appropriate.
- 1.5 To work with the CRM system thankQ (software supplier) on any upgrade, development, or maintenance issues and act as the main point of contact.

1.6 To keep up-to-date with new developments, legalities including data protection regulations, codes of conduct and best practice within the Third Sector.

1.7 To ensure all digital and physical documents generated by the Development Team are managed strictly to Data Protection Act 2018 compliance under ICO and Fundraising Regulator best practice guidance.

2. Data Capture

2.1 To identify opportunities for increased data capture across the Foundation.

2.2 To manage data capture processes (hard-copy and digital) including Gift Aid, appeals, mailings, bookings and events.

3. Prospect Identification and Tracking

3.1 To support the processes needed to track the prospect pipe-line, segment the database, record supporter journeys and analyse data in order to develop the pipeline appropriately (including providing reports as required).

3.2 To run queries, imports and exports and compile GDPR compliant mailing lists to assist in targeting specific groups of supporters.

3.3 To support the Team with managing data and creating guest lists compliant with the Data Protection Act 2018 and ICO and Fundraising Regulator best practice guidance.

3.4 To provide analysis of campaign results, as required.

4 Fundraising and Gift Administration

4.1 Enter all donations and income onto the database daily and ensure all records and gift data is up to date and accurate to ensure a high level of good quality donor care.

4.2 Manage the data administration of all membership schemes including Patrons and Members; issuing and processing renewals in a timely manner, monitoring renewal and retention rates and maintaining and managing accurate records.

4.3 Produce weekly, monthly and annual reporting as defined by your line manager, or above.

5 Marketing and Box Office

5.1 Provide support to the Marketing and Communications Team in segmenting and analysing data to support marketing activity, produce relevant queries and reports, and handle additional requests as required.

5.2 Import contact lists and amalgamate external data sources to the central database, e.g. capture Mailchimp subscribers, Box Office bookings.

5.3 Produce regular reports to facilitate financial reconciliation between finance system and events bookings.

B. ALL EMPLOYEES

1. Team work

Work with colleagues to strengthen the Foundation's capability, culture and resources so that we can collectively deliver our vision and mission with confidence.

- 1.1 Support collective leadership, knowledge sharing and relationship building across the Foundation.
- 1.2 Act in accordance with the Foundation's current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of professionalism. For example, Data Protection, Employment Law, Equality, Diversity and Inclusion, Safeguarding, Health and Safety.
- 1.3 Undertake any other duties as appropriate that are commensurate with the post as may be determined from time to time by the Line Manager, or above. It should be understood that this job description may change as the Foundation develops following discussion and agreement with the post holder. The post holder will have full opportunity to discuss and be active in changes or developments.

2. Values

Set an example for all colleagues by embodying and exemplifying our values in all your work: Bold | Imaginative | Embracing | Resourceful.

- 2.1 Observe high levels of professionalism and treat stakeholders and colleagues with courtesy, respect and dignity, always.
- 2.2 Work co-operatively with colleagues, including providing cover during absence as may be requested by your Line Manager or other colleague as delegated.
- 2.3 Actively participate as an employee of the Foundation including being available for staff and other meetings as required.
- 2.4 Avoid any action or behaviour which may conflict in any way with the Foundation's values or which may bring our organisation into disrepute.

3. Self-development

Ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means.

- 3.1 Develop and maintain the range of skills appropriate to the post and to keep up-to-date with good practice, publications and issues relating to your area of work or the Foundation as a whole.
- 3.2 Attend appropriate training (workshops, courses / conferences and other appropriate events), as agreed with your Line Manager or above.

Name:

Signed: Dated:

Employee

Name:

Signed: Dated:

Head of HR – People & Talent

(On behalf of the Chief Executive, The Greenwich Foundation for the Old Royal Naval College)



PERSON SPECIFICATION

Database and Gifts Officer (Part-time)

The Greenwich Foundation for the Old Royal Naval College is committed to making appointments on merit by fair and open processes; taking account of equality, diversity inclusion.

	Essential	Desirable
Qualifications, Education and Training		
A good standard of education to at least degree level, or equivalent work experience.	✓	
Experience, Skills and Knowledge		
At least 2 years of database management experience.	✓	
At least 2 years of Access thankQ database management experience.		✓
Experience in processing required CRM analysis and actions as demanded by formal subject access requests according to privacy policy.		✓
Experience of working in a charity environment, communications and marketing, development or related fields.	✓	
A good understanding of databases as fundraising/marketing tools and in particular the importance of data capture, segmentation, targeting and testing.	✓	
Understanding of Gift Aid and Data Protection policies.	✓	
Understanding and appreciation of Data Quality needs and issues.	✓	
Experience managing routine cleansing and de-duplication of data and on-going data integrity checks.	✓	
Experience managing complex data migration projects coupled with excellent data entry skills.	✓	
Ability to work effectively within a small team.	✓	
Additional Systems and IT Skills		
Advanced computer literacy especially Microsoft Excel.	✓	
Knowledge of database/web connectivity issues.	✓	
Experience in SQL server data structure.		✓

Experience in maintaining records to retention policy standards and established archiving structure.		✓
Organisational Skills		
Demonstrable record of working in an efficient and timely manner, and ability to prioritise and manage multiple and diverse projects.	✓	
Focused and methodical working approach.	✓	
Ability to work independently on projects and take initiative.	✓	
Personal Qualities		
To demonstrate commitment to the organisation's values.	✓	
Highly motivated and proactive, with excellent interpersonal skills.	✓	
Ability to deal tactfully and diplomatically with a wide range of people across the Foundation, including Board members, site partners, donors, and senior staff.	✓	
Ability to work autonomously with limited support.	✓	
Discreet with an understanding of the need to maintain confidentiality.	✓	
Respect for equality of opportunity, diversity and inclusion with practical ideas for their implementation within the scope of the post.	✓	
Demonstrable experience and ability to work within a high performance environment and to deliver KPIs as defined.	✓	

The organisation values diversity and is committed to making appointments on merit by fair and open processes, in accordance with its equal opportunities policy.

Our Values

Bold | Imaginative | Embracing | Resourceful

BOLD	We're proud of what we have and confident to shout about it. We're adventurous with our offer and we lead our partners for everyone's benefit
IMAGINATIVE	We make inventive use of our resources to realise our potential
EMBRACING	We're warm and approachable, welcoming diverse people and ideas, and creating a positive, nurturing environment
RESOURCEFUL	We're flexible in our approach, resilient and responsive to new opportunities

Supplementary Information

About The Old Royal Naval College

The Old Royal Naval College was established in 1997 as a charity to conserve the magnificent Baroque buildings and grounds for present and future generations and to provide opportunities for wide and diverse audiences to enjoy and share its significance.

The site is of recognised significance locally, nationally and internationally due to the nature of its architecture, above and below ground, and its position within the UNESCO Maritime Greenwich World Heritage Site. The site is an intrinsic part of the townscape for local people and operates as a significant tourist destination; 1.2 million people visit the site each year.

Our ambition is to become an extraordinary cultural destination which inspires local pride and world-wide acclaim – a place which creates rich and memorable cultural experiences. We inspire and engage the public in heritage and creativity. We conserve and protect the Old Royal Naval College for the nation.

Our strategic objectives are to create and encourage:

- **Exploration:** engage visitors via a site-wide historic, architectural and spiritual experience.
- **Spectacle:** inspire the public via a stimulating artistic programme.
- **Stewardship:** conserve the fabric of our buildings, grounds and archaeology.
- **Independence:** grow a cultural business which secures our sustainable future.

The Old Royal Naval College comprises a number of heritage attractions and conference / event venues, namely: The Painted Hall, The Chapel of St Peter & St Paul, Visitor Centre (Pepys Building), learning spaces including the Clore and the Mews schools room, Admiral's House, Skittle Alley & Ripley Tunnel, and Queen Mary Undercroft. The grounds and visitor routes including points of interest / photo opportunities.

What We Do

We are a heritage attraction, a place of worship, learning space, retailer, concert venue, film set, picnic venue, entertainment space, conference venue, wedding venue, exhibition space, performance space, and we have a pub / bar / restaurant. Our offer covers the daytime and night time economy. Our engagement programme ensures that visitors enjoy and have memorable experiences here and includes tours, talks, 'Late' events, recitals, concerts, family activities, debates, festivals and markets. We are a space for local people, students of the University of Greenwich and Trinity Laban, and tourists from the UK and worldwide. Everything we do is guided by our values bold, imaginative, embracing and resourceful.

For a general overview of the work of the Old Royal Naval College, please visit our website at: www.ornc.org