



DETAILS OF ROLE		
Role title	Database Manager	
Reports to	Head of Fundraising Operations	
Direct reports	Database Officer	
Directorate & Team	Fundraising & Marketing Fundraising Operations	
Contract type	Permanent	
Location	17-21 Wenlock Road, London, N1 7GT	
Salary	£47, 060 per annum	Grade 6 / Zone 1

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.

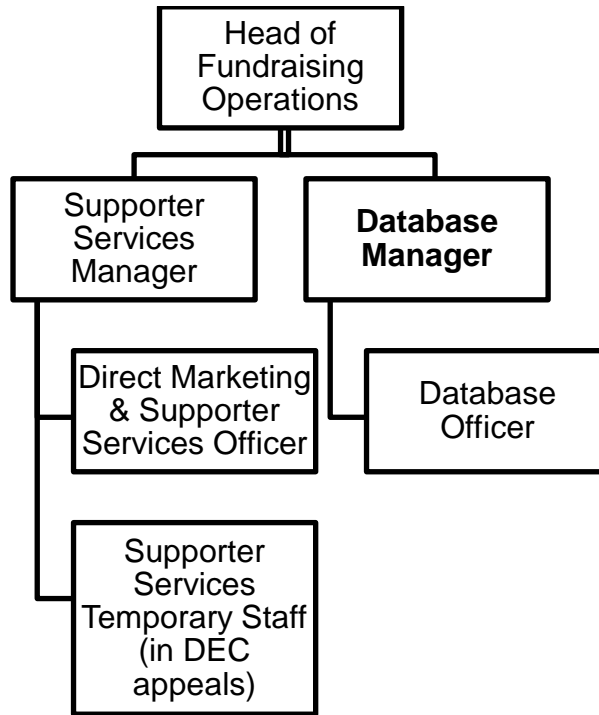
Since it was founded in 1963, the DEC has run over 77 fundraising appeals and raised more than £2.4 billion to help save lives and protect livelihoods in disaster-affected communities around the world.

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.

Most 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 a range of core cost funders and is responsible for the day-to-day running of the DEC. There are currently 36 staff members and a small number of dedicated volunteers, working together to promote the strategic values of collaboration, accountability & transparency, learning, humanitarian, and impartiality.

Team Structure



Purpose of the role

- Managing the continued development of the DEC's CRM system (Salesforce), working across the fundraising & marketing department to ensure the system serves their requirements.
- Managing all aspects of the database and associated data systems and processes.
- Support the DEC in being able to demonstrate compliance with new and existing Fundraising and Data Protection Regulations including the General Data Protection Regulations. Keeping up to date with any changes in policy that may affect the management of supporter data.

RESPONSIBILITIES

Responsibilities & Competencies

- 1. Provide the expertise and insight to support an integrated data strategy across fundraising, marketing and communications, advising on and sharing best practice.**
 - a) Work with database users to ensure best practice is being adhered to across the department, maximising fundraising utilisation and performance from the CRM.
 - b) Identify opportunities, conduct both internal and externally commissioned projects, and deliver workstreams to draw out and apply insight and data analysis within the database to improve our fundraising performance and supporter experiences.

- c) Communicate and build relationships with external suppliers to inform the data strategy and database development and secure the smooth delivery of database services through the database.
- d) Keep up to date with current database and legislative developments and consider how they should be applied to the DEC, gaining approval from appropriate internal decision-making forums such as the Data Protection Steering Group and DEC Governance structures.
- e) Work collaboratively across the Fundraising and Marketing department to bring systems and data expertise to the launch of DEC appeals and ongoing supporter engagement.

2. Work with fundraising teams to develop reporting, analysis, and data selections to support improved retention, income generation and ROI and put the supporter at the heart of data planning.

- a) Support the fundraising team with data profiling, segmentation, and selections for fundraising activity to support increased income generation and supporter retention, ensuring data selections are planned and organised effectively across fundraising. Advise teams on selecting data and undertake data selections.
- b) Work with fundraising teams and external agencies to support the development of long-term sustainable supporter journey planning.
- c) Support the development of fundraising data analysis and data quality by developing and implementing reporting tools, dashboards, business intelligence tools, and producing regular management information for both performance management and to support DEC appeal evaluation.

3. Maintain the database and ensure data integrity

- a) Be responsible for technical maintenance of the database and liaison with suppliers to ensure integration with internal and external systems as required and the automation, where possible, of importing high quality data.
- b) Ensure that data and income are reconciled between database and finance functions, as required by the Finance Team
- c) Ensuring data is secure, there are adequate back-ups, and that data can be retrieved in the event of a system failure.
- d) Oversee the import and export of data to and from external suppliers in conjunction with the Database Officer
- e) Manage the set-up, documentation, and maintenance of coding structures on the database to ensure effective data selection, analysis and reporting across all fundraising.

4. Compliance

- a) Work with the Data Protection Officer to ensure the DEC is following all relevant Data Protection legislation and Fundraising regulations. Raise the profile of data protection and data quality issues, reporting to and updating the Data Protection Steering Group on significant issues.
- b) Audit the database regularly to ensure data is clean, accurate and that staff are following procedures for data entry and management.

5. Staffing

- a) Line management of the Database Officer including conducting annual Performance Development Review

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
1. Delivering Quality Results	B Demonstrates excellent project management skills within team.	<ul style="list-style-type: none"> > Demonstrates systematic approach and excellent project management skills to agreed timescales (timelines, targets, donor requirements). > Makes sound decisions within remit of own role. > Sets realistic deadlines and goals for self and team.
2. Planning	B Is aware of others' activities and vice versa in planning activities.	<ul style="list-style-type: none"> > Takes account of team members and others workload when planning. > Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments, and needs. > Has a good understanding of the sector in which the DEC operates.
3. Analytical and Innovative Thinking	C Analyses the external environment confidently and creates options for future solutions	<ul style="list-style-type: none"> > Identifies trends from complex or conflicting data, working confidently with data before making decisions. > Generates a range of policy options and appraises them based on the internal and external evidence. > Develops ways of applying new knowledge and ensures lesson-learning with self and wider team. > Analyses the significance of external events and situations for the DEC.
4. Communications	B Fosters two-way communication and adapts communications effectively	<ul style="list-style-type: none"> > Maintains constructive, open, and consistent communication with others. > Resolves minor misunderstandings and conflicts effectively. > Communicates equally effectively at all organisational levels as well as external stakeholders (suppliers, partners, and member agencies). > Tailors communication (content, style and medium) to diverse audiences.

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
5. Team Working and Collaboration	C Develops external networks to increase internal thinking/learning	>Engages with appropriate internal and external stakeholders to influence future plans. >Engages with relevant experts to gather and evaluate evidence. >Shares and implements good practice with internal and external peers. >Takes initiative to establish appropriate and relevant network or partnership where one does not exist.
6. Leading and Motivating	C Champions ownership of corporate decisions and leads and motivates others or direct reports effectively	>Acknowledges good performance and deals with issues concerning poor performance. >Carries out staff assessment and development activities conscientiously and effectively. >Delegates well >Encourages their team to develop continually their individual potential, create a learning culture. >Ensures any external learning is effectively brought in-house.
7. Resilience	B Remains professional under external pressure	>Able to adapt to changing situations effortlessly. >Remains constructive and positive under stress and able to tolerate difficult situations and environments. >Learns from own successes / mistakes. >Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same.

PERSON SPECIFICATION			
Criterion and descriptors		Essential	Desirable
Knowledge / Experience	<ul style="list-style-type: none"> Previous or current experience in a Database Management role. 	E	
	<ul style="list-style-type: none"> Demonstrable record of success in working with cloud based CRMs (current CRM used is Salesforce). 	E	
	<ul style="list-style-type: none"> Proven experience of relationship building and management with various stakeholders internally and externally. 	E	
		E	

Knowledge / Experience	<ul style="list-style-type: none"> • Proficient in MS Office, particularly Word, Excel, PowerPoint and Outlook and databases. • Proven experience with SharePoint and other online data storage platforms • Proven experience in successfully line managing a team, including coaching and motivating staff. 		D D
Skills	<ul style="list-style-type: none"> • Highly organised, with a planned, meticulous, and thorough approach to work. • Ability to see projects through from start to finish, managing time and tasks effectively with a varied workload, including following up with colleagues and stakeholders. • Ability to multi-task and manage conflicting priorities. • Excellent interpersonal skills with the ability to communicate effectively, both orally and in writing to a wide range of people. • Numerate and literate with a good standard of education. • Highly developed presentation skills. 	E E E E E	D
Secretariat culture and mind set	<p>Ensure DEC's values are integral to and are upheld, throughout your DEC journey.</p> <p>Open to effective, personalised support for managing a healthy work-life balance.</p> <p>Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.</p> <p>Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.</p> <p>Embrace the working culture of a progressive learning and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.</p>		

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.