



JOB DESCRIPTION and PERSON SPECIFICATION

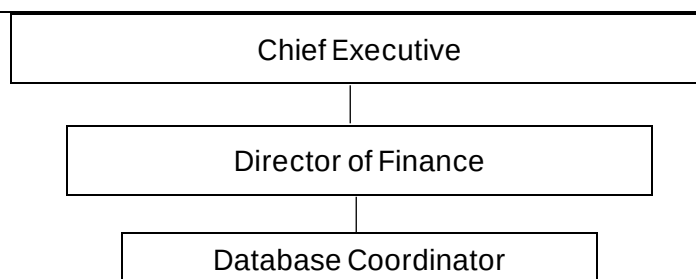
1. JOB IDENTIFICATION

Job Title: Database Coordinator
Reports to: Director of Finance
Place of Work: Head Office, Deephaven, Evanton

2. JOB PURPOSE

To lead the effective administration, development and use of Blythswood's Customer Relationship Management (CRM) system, Donorfy, ensuring supporter and donation data is accurate, current and promptly available to support reporting and organisational decision-making. The role is responsible for processing and reconciling donations, providing high-quality supporter care, supporting colleagues to use Donorfy well, and producing analysis and reports that inform fundraising, management and organisational decision-making. The post holder also acts as Blythswood's Data Protection Officer (DPO), supporting the organisation to meet its data protection responsibilities and promoting good data protection practice across Blythswood.

3. ORGANISATIONAL POSITION



4. OUR VISION AND MISSION

Our Vision

To see people's lives being changed for good and forever as they are released from poverty, trauma and exploitation, and receive eternal life through the saving power of Jesus Christ.

Our Mission

To show God's love, and offer the compassion, relief and hope that can change lives for good and forever.

- We bring good into times of crisis and extreme poverty through acts of kindness and the provision of immediate relief.
- We help people to change their longer-term futures for good through education and rehabilitation.
- In all our work, we seek to tell people of God's love in sending his only Son, Jesus, so that those who believe in him might not perish but have everlasting life (John 3:16). This is the good news that can change lives forever.

We believe we can have the greatest impact for good by reaching out to people who are experiencing the greatest disadvantage. Working with local partners who understand the needs of their communities, we have opportunities to serve people in parts of Eastern Europe, Asia and Africa.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

CRM system leadership and development

1. Lead the day-to-day administration, development and effective use of Donorfy, ensuring data quality through regular checks and cleansing and resolving technical issues with Donorfy support as required.
2. Donorfy is a critical management tool for the Charity and it is vital that all relevant donation information is captured timeously and accurately, so that it is promptly available for reporting and decision-making. The Database Coordinator is responsible for keeping the database up to date at all times and is required to explore, propose and implement more efficient means of data gathering and capture to ensure the data in Donorfy is always current.
3. Ensure Donorfy supports Blythswood's Strategy and promote its effective use across the organisation.
4. Support and train staff and volunteers in the effective use of Donorfy, providing ongoing guidance and assistance.
5. Work with colleagues to develop Donorfy and related systems, including progressing and maximising the benefits of the Dotdigital implementation.

Donation and supporter data processing

6. Process and maintain accurate supporter and donation data in Donorfy, including one-off and regular donations, supporter communications and Gift Aid declarations, and reconcile daily donations with Finance.
7. Create, maintain and improve data-entry procedures, working with the IT Systems Support Assistant as appropriate.
8. Validate and process monthly Gift Aid claims, liaising with HMRC as required.
9. Process regular giving instructions, including Standing Orders and Direct Debits, and load Shoebox Appeal data, checking for duplication and Gift Aid.

Supporter care

10. Ensure donations are promptly acknowledged and thanked, working with supporter-facing colleagues, and respond to supporter requests and enquiries efficiently, courteously and with gratitude.

Data analysis and reporting

11. Produce accurate mailing lists, management information, reports and analysis to support fundraising activities, organisational targets and decision-making, including liaison with the fulfilment house as required.
12. Provide appropriate data analysis, business intelligence and regular reporting to the Executive Team, Senior Management Team and other colleagues.

Data protection, regulation and records

13. Act as Blythswood's Data Protection Officer (DPO), overseeing compliance with applicable data protection legislation and good practice and providing appropriate advice and guidance across the organisation.
14. Monitor data protection compliance, including appropriate access to and use of Donorfy, and advise on data protection matters, risks, data breaches, data subject rights and Data Protection Impact Assessments as required.
15. Keep up to date with relevant data protection, fundraising and other regulatory requirements and guidance, with appropriate training and professional development provided to support the DPO responsibilities of the role.
16. Work with colleagues to promote good data protection practice and awareness across Blythswood, including supporting appropriate staff training and guidance.

17. Alongside Finance colleagues, maintain appropriate records and filing in readiness for planned and unplanned financial and tax audits.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your changing role within the organisation and the overall business objectives of the organisation.

6. COMMUNICATIONS AND RELATIONSHIPS

Within the Organisation

- Communications and Engagement Team
- Finance Team
- Chief Operating Officer
- Executive Team
- Senior Management Team
- Donorfy users

Outwith the Organisation

- Supporters/donors
- Volunteers
- Information Commissioner's Office (ICO) and other relevant external bodies/advisers, as required

At all times present a professional image to the public, donors, beneficiaries, volunteers and other employees.

PERSON SPECIFICATION

7. QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential	1. At least two years of recent data management experience, delivering high-quality data. 2. Strong experience using Excel and CRM (Customer Relationship Management) software. 3. Ability to organise work, prioritise tasks and meet deadlines. 4. Ability to work on own initiative and as part of a team. 5. Ability to inspire, motivate and encourage colleagues, including staff and volunteers. 6. Determination to develop processes and solutions. 7. Ability to interpret numerical and statistical information. 8. Excellent attention to detail. 9. Excellent communication skills, with the ability to explain complex information clearly and simply.
Preferred	10. Educated to Higher Grade or equivalent. 11. Experience of working with relational databases and SQL. 12. Experience of working with or supervising volunteers. The post holder has no direct reports but will work with volunteers, so an understanding of what motivates volunteers and the support and guidance they need is useful.

	13. An understanding of the importance of data protection and confidentiality, with the ability and willingness to undertake training and development to fulfil the responsibilities of Data Protection Officer. 14. Familiarity with fundraising regulation. 15. Understanding of relationship fundraising and the importance of donor care. 16. Understanding of the role of fundraising in the charity sector.
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8. OTHER REQUIREMENTS

1. Sympathetic towards the mission, vision and values of Blythswood.
2. Progressive attitude to learning and an ongoing willingness to adapt and change in line with the evolving nature of the organisation.
3. Commitment to safeguarding and willingness to undergo relevant checks.

Blythswood reserves the right to shortlist on the essential criteria only or on the essential and preferred criteria as identified in the Person Specification as may be appropriate.

The list of main tasks, responsibilities and duties in Section 5 is not intended to be exhaustive. It highlights the main tasks of the post. It may be necessary for the Database Coordinator to undertake additional duties which might reasonably be expected within the post and which form part of the function of the post.

All Job Descriptions are subject to review on an annual basis or as a result of

- a change of strategic management
- changing team/operational requirements
- agreed staff development and appraisal needs and objectives.

9. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Name (please print):

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Job Holder's Signature:

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Manager's Name (please print):

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Manager's Signature:

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Date:

Date: