FAUNA & FLORA INTERNATIONAL

Database Manager

"In the past century FFI has consistently saved species from extinction and protected habitats from destruction. Their solutions have always been practical, efficient and sustainable in local circumstances."

Sir David Attenborough,
FFI Vice-president

Fauna & Flora International

Fauna & Flora International (FFI) saves species from extinction and habitats from destruction, while improving the livelihoods of local people. Our guiding principles are to work through local partnerships, act as a catalyst for change, make conservation relevant, and base decisions on sound science. Founded in 1903, FFI is the world's longest established international conservation body; our conservation work, and impact, spans the globe.

Fundraising Team

The FFI Fundraising team currently consists of around 20 individuals split into three sections – Supporter Development, Major Donors and Trusts & Foundations. This role is within the Supporter Development section, which focusses on raising unrestricted income from the general public. We work closely with FFI's Communications team on publications and online communications, working to ensure FFI's brand reputation is protected. Our income targets are bold and ever-growing, making it a dynamic and ambitious environment.

The Opportunity

This is a truly exciting time to be joining FFI's Fundraising Team. Over the past couple of years, we have established a fundraising programme that is going from strength-to-strength. More people than ever before are choosing to support FFI's work, and as a result our donor base is rapidly growing.

Our greatest asset is our database and the wealth of information it holds. With the right management and development, this asset will provide us with clear insights into our fundraising, our supporters and their relationship and journey with FFI. It will help us to transform our fundraising – offering greater efficiencies and integration with critical fundraising systems.

We are looking for a Database Manager seeking an exciting challenge, a challenge that will see them play an instrumental role in the huge fundraising potential ahead. They will do this by managing and developing our fundraising CRM database, making it more effective, efficient and valuable to FFI. They will also play a crucial role in the implementation and development of a new CRM system which will underpin a wider programme of transformational change for the organisation.

You will be an experienced database manager, with a proven track record of working with and developing CRM databases. Ideally, you will have experience of fundraising and will understand the importance of a charity's supporters, as well as understanding the concepts of donor journeys, lifecycles and donor development.

You will be able to analyse complicated datasets and provide detailed insights that will inform our fundraising and our knowledge of our supporters. You will have demonstrable experience of identifying and developing new systems and processes, including CRMs, and of developing

automation and integration of systems.

The role also offers an opportunity to learn and to develop your career in an exciting and rewarding environment. In addition, FFI offers a generous pension contribution, attractive annual leave allowance and life insurance.

Our offices are located in The David Attenborough Building in central Cambridge, just a few minutes' walk from glorious historic buildings and museums, the picturesque River Cam, the central market and shopping centre, and a host of cafés and restaurants.

Terms and Conditions

Start Date:	As soon as possible
Duration of Contract:	Permanent
Probation Period:	Six months
Salary:	Circa £36,000 per annum
Location:	Fauna & Flora International, Cambridge (some remote working from within the UK may be considered)
Benefits:	25 working days' annual holiday entitlement pro rata plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time FFI UK offices are closed
	For employees on UK-based contracts, FFI currently provides a pension contribution of 8% of salary after 3 months' continuous employment.
	Group Life insurance, currently set at a benefit of 4 x basic salary
Hours of Work:	This is a full time position working 37.5 hours per week, Monday to Friday inclusive.

Job Description

Job Title: Database Manager

Reporting to: Head of Supporter Recruitment & Development

Key Relationships: Fundraising Teams

Purpose:

- Manage the administration and development of FFI's CRM database
- Ensure the database enables FFI to maximise its fundraising activities
- Ensure accuracy, consistency and reliability of all contact and income data, contact preferences and contact history in line with internal and external regulations
- Provide technical support, in-house training and advice to ensure data is well managed and the database is used correctly, in-line with FFI's processes.

Key responsibilities

Database Management
- Manage and administer the CRM database to ensure data is stored, maintained, imported and exported correctly, including implementing processes that ensure data is accurate, up-to-date and regularly cleansed.
- Carry out high level administration functions, for example global updates, data imports (internal and external) and deduplication processes.
- Ensure an excellent knowledge of the processes and systems that integrate with the CRM database, including website processes and integrations with external payment suppliers.
- Ensure key FFI fundraising processes are set-up and maintained correctly, including memberships, pledges, lotteries, legacies, trust fundraising, statutory and major donor processes.
- Champion the CRM database across the organisation and provide guidance, training and support to all users. Ensure good quality, accurate user notes are available.
- Develop a programme of training for appropriate staff, including developing training which meets the needs of different user groups, and work with the database provider to deliver this training when necessary.
- Develop a suite of reports that enable fundraising teams to track income over time, and that analyse key fundraising metrics, including supporter numbers and attrition levels,.
- Respond to data insight and analysis requests that support key business decisions.
- Oversee the processes pertaining to FFI's Gift Aid claim and Direct Debit processing, and support the team in fixing any issues that may arise
- Be responsible for data extractions for supporter mailings, fundraising appeals and wealth screenings, and establish and maintain data extraction and import protocols.
- Maintain a strong working relationship with the providers of the CRM and attend relevant webinars or conferences.

Database Development

- Proactively suggest and implement improvements in the use of the CRM, to support FFI's fundraising programme.
- Keep abreast of CRM updates and new features, so FFI is utilising the CRM's capabilities.
- Develop and maintain processes for aligning the database with other systems – specifically the finance system, FFI's website and external payment portals.
- Act as database lead, in projects that involve changes to either the CRM or related processes, and ensure the CRM can support FFI's development objectives, but doesn't compromise the integrity of the database or related processes and procedures.
- Take a central role in the implementation of a new CRM, including playing a pivotal role in ensuring the transition goes smoothly, the requisite processes are developed and all users are effectively trained.

Database Administration

- Carry out regular reviews of CRM performance, including obtaining user feedback, to ensure the CRM is meeting FFI's key requirements.
- Manage the relationship with the CRM provider, and manage the annual licence renewal process.
- Monitor user access and control access permissions and privileges.
- Keep abreast of database back-ups and updates which are managed by the CRM provider, and be responsible for updating the train database.
- Ensure adherence to Data Protection legislation and FFI policies and procedures relating to the processing and storing of data.
- Liaise with FFI's ICT team, and FFI's IT external support to ensure the CRM's stability, and proactively suggest remediation work or development to ensure the CRM remains in a stable and functioning state.
- Commission and oversee annual health checks of the CRM.
- Commission and manage third party support, such as CRM consultants or data cleansing agencies.

Other

- Undertake other activities that fall within FFI's strategy and plans as requested by your Line Manager, commensurate with your skills, experience and role.

Person Specification

	Essential	Desirable
Skills	- A good understanding of SQL Server Skills in using a range of analytical tools, such as Power BI and Python - Excellent attention to detail - Excellent communication skills - Excellent organisation, prioritisation and workload management - Proactive in learning new skills and keeping up to date with CRM developments - Good relationship building with both internal and external stakeholders - Able to use initiative, taking full ownership of area of responsibility - Methodical thinker and have the ability to view data holistically. - Excellent IT literacy, including advanced knowledge of Microsoft Office products, particularly Excel	
Knowledge and experience	- Advanced experience in managing CRM databases - Experienced in championing and demonstrating the benefits of good data management practices. - Experience working across organisations with a variety of disciplines, teams and business processes. - Experience in training and mentoring staff in the use of data. - Broad knowledge of data protection, GDPR (and privacy) legislation and best practice and an appreciation of how it is applied within a charity	- Experience of working in Fundraising or the Charity Sector in a similar role. - Knowledge and experience of using CRM's such as Salesforce, Access thankQ and Blackbaud CRM - Demonstrable experience of managing complex data migrations and new data flows
Behavioural qualities	- Prioritises and sustains focus on work that will have the greatest impact on agreed aims - A good strategic problem solver, and able to work calmly under pressure - Proactive and willing to take on a hands-on approach - Builds positive internal and external relationships	Contributes ideas, approaches and insights that enable innovation
Other	Commitment to FFI's values and empathy with FFI's mission	An interest in conservation and environmental issues

FFI Values

Values underpin who we are and how we act. Just as values shape who we are as individuals, they define us as an organisation, creating the culture of success for which FFI is renowned. Our people exemplify our shared values, which are interconnected and interdependent:

- We act with integrity
- We are collaborative
- We are committed
- We are supportive & respectful
- We get things done

How to Apply

Applications, consisting of a covering letter explaining why you feel you should be considered for this post, a full CV (tailored to the role as advertised, highlighting relevant experience and achievements) and contact details for two referees (who will not be contacted without your permission) should be sent to tom.beesley@fauna-flora.org

Please mark your application **'Database Manager'**

This job will be open until filled.

Regrettably, due to limited resources and the high number of applications we receive, we are only able to contact short-listed candidates. If you do not hear from us within four weeks of the closing date, please assume that you have not been successful on this occasion.

Applicants with Disabilities

FFI encourages applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application, please contact Jade Bedwell, HR Officer, FFI, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org.

FFI values diversity and is committed to equality of opportunity