Database Officer

“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,
Fauna & Flora Vice-president
Fauna & Flora

Fauna & Flora 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, Fauna & Flora is the world’s longest established international conservation body; our conservation work, and impact, spans the globe.

Fundraising Team

The Fauna & Flora Fundraising team currently consists of around 20 individuals split into three sections – Supporter Marketing, Major Donors and Institutional Fundraising. This role sits within the Supporter Marketing section, but provides database support across the three teams. We work closely with the Communications team on publications and online communications, working to ensure Fauna & Flora’s brand reputation is protected. Our income targets are bold and ever-growing, making it a dynamic and ambitious environment.

The Opportunity

Our greatest fundraising 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 Fauna & Flora. It will help us to transform our fundraising – offering greater efficiencies and integration with critical fundraising systems.

We are looking for an enthusiastic, qualified and self-motivated individual to be our Database Officer and play a key role in the ongoing development and optimisation of our CRM – including playing a critical role in the implementation of a new database.

You will be confident in working with relational databases, managing complicated datasets, working with data imports and exports and building reports for stakeholders. You will have demonstrable experience of championing CRM best practice and helping colleagues use CRM and provide training when needed.

You will be self-driven and well organised, with meticulous attention to detail and excellent communication skills. In return, the role offers the opportunity to work within a friendly and lively team that is part of a groundbreaking and entrepreneurial organisation at the forefront of global conservation. In addition, Fauna & Flora 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 £26,000 per annum

Location: Fauna & Flora, Cambridge
Current policy offers partial remote working within the UK – this role is required to work from the office for a minimum of 3 days a week

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 Fauna & Flora UK offices are closed

For employees on UK-based contracts, Fauna & Flora 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 Officer

Reporting to: Head of Supporter Recruitment & Development

Key Relationships: Database Management Consultant
Supporter Marketing Team
Major Donor Team
Institutional Fundraising Team

Purpose:
To manage the day-to-day administration of the CRM, ensuring it supports the needs of the fundraising teams. This includes managing key processes such as data imports and selections and overseeing a range of tasks that ensure data quality and data integrity are central to the running of the CRM.
Key Responsibilities:

- Manage the administration of Fauna & Flora’s CRM, including importing donations from various external sources, completing database tasks such as data selections and responding to database queries and questions.
- Work with internal stakeholders to ensure the database is set up for their needs whilst ensuring this does not compromise the usability for other users.
- Run database housekeeping procedures such as cleaning, merging duplicate records, removing or archiving redundant data, correcting data where errors occur and similar tasks to ensure the efficient operation of the database and quality of the data.
- Evaluate and assess database procedures on a regular basis, making relevant changes and recommendations when identified.
- Maintain and build a range of fundraising reports and supporting data insight requests.
- Offer support and training to ensure users are proficient in using the database.
- Support the transition to Salesforce, which includes ensuring the current database is in the best shape prior to migration, and critical processes are built and tested prior to going live.
- Manage the flow of financial and non-financial data from third-party platforms and agencies.

Other:

- Develop and maintain knowledge of Salesforce.
- Ensure adherence to Data Protection legislation and Fauna & Flora’s policies and procedures relating to the processing and storing of data.
- Maintain Fauna & Flora’s commitment to data protection and ensure that policies relating to these areas are maintained and developed as necessary.
- Assist with ensuring high standards are maintained with regards to Gift Aid compliance.
- Assist with ensuring Fauna & Flora’s commitments are maintained with regards to following the Fundraising Regulator’s Code of Fundraising Practice.
- Manage the alignment of Fauna & Flora’s CRM database and email subscription database (currently Campaign Monitor). Ensure both databases are reconciled on a weekly basis.
- Manage all data imports to our email subscription database from lead generation sources.
- When required, assist the Major Donor team with synchronising their data on the CRM and email subscription database.
- With the agreement of your Line Manager, perform any other tasks that may be requested from time to time, commensurate with skills, experience and role.
## Person Specification

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| **Skills**             | - Proven aptitude for problem solving - able to identify underlying issues and apply own initiative to find solutions, escalating points wherever needed  
- Experience in data analysis and reconciliation, including reporting, running selections and building queries within CRM systems/databases.  
- Excellent attention to detail and accuracy, especially when working with data  
- Experience of using Excel with advanced functions such as sort, filter, VLOOKUP, Pivot Tables  
- Confident working with and cleaning large data sets | - Good understanding of fundraising, and the methods used across fundraising programmes |
| **Knowledge and experience** | - Experience of working with leading CRMs  
- Good understanding of relational databases  
- Experience of managing and importing bulk data, and the resolution of related issues (with support on more complex tasks) | - Experience of working with Salesforce  
- Experience of working in an international conservation organisation  
- Experience working in not-for-profit sector  
- Good understanding of current data protection legislation and regulations |
| **Behavioural qualities** | - Demonstrates proactive approach to work  
- Comfortable working under own initiative and managing tasks with autonomy  
- Builds positive organisational relationships  
- Good team player  
- Desire for continual improvement and learning  
- Demonstrates Fauna & Flora’s values | -  |
| **Other**              | - Commitment to and empathy with Fauna & Flora’s mission | - An interest in conservation and environmental issues |
Fauna & Flora 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 Fauna & Flora 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 should consist of the following:

- Covering letter confirming your interest and explaining how your experience and skills refer to the role
- Full CV
- Contact details for two referees (who will not be approached without your permission),

Applications should be submitted electronically to tom.beesley@fauna-flora.org

Please mark your application ‘Database Officer’ and indicate in your covering where you saw this position advertised.

The closing date for applications is **Sunday, 16 April 2023**. Interviews are likely to be held during the week commencing **24 April 2023**. Candidates selected for interview will be contacted by email or telephone – please specify your preferred method of contact in your covering letter and indicate where you saw the position advertised

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

Fauna & Flora 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 Adviser, Fauna & Flora, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org.

Fauna & Flora values diversity and is committed to equality of opportunity.