

JOB DESCRIPTION

JOB TITLE:	Data and Supporter Care Officer
STATUS:	Permanent
HOURS:	35 hours per week Breakthrough T1D operates a flexible working hours policy
SALARY:	£31,175 per annum
HOLIDAY:	25 days per year plus bank holidays and rising with length of service
LOCATION:	Hybrid working Part London office-based and part home working. The post holder will work a minimum of one day a week in the office
REPORTS TO:	Supporter Care & Operations Manager
DIRECT REPORTS:	N/A
KEY INTERNAL RELATIONSHIPS:	Data Team, Fundraising, Community Engagement, Finance
KEY EXTERNAL RELATIONSHIPS:	CRM Supplier Helpdesk, Third party data suppliers and supporters



Breakthrough T1D UK, formerly JDRF UK, is the leading global organisation funding type 1 diabetes research. Our mission is to accelerate life-changing breakthroughs to cure, prevent and treat type 1 diabetes and its complications. To accomplish this, Breakthrough T1D has invested more than £2 billion in the last five years alone. We collaborate with the most talented minds to develop and deliver a pipeline of innovative therapies to people living with type 1 diabetes. Our staff and volunteers around the globe are dedicated to campaigning for our vision of a world without type 1 diabetes.

PURPOSE OF THE ROLE

This is a key role to ensure that we provide an excellent experience to supporters and beneficiaries by championing and ensuring high quality data and that our CRM database (currently Donorfy) is up to date and accurate at all times.

We are looking for an enthusiastic and proactive individual to take responsibility for the delivery of several key functions within the Supporter Care & Operations team including the importing of data into the database and providing database support and guidance to users.

The role will take responsibility for performing and developing regular data cleansing routines to ensure that the database is as accurate as possible.

The role will also support with the delivery of insight and analysis and data selections.

As part of the Supporter Care & Operations team, the role also includes providing excellent service and delivery of supporter care and being responsible for thanking our supporters promptly and appropriately

KEY RESPONSIBILITIES

- To perform regular database imports to ensure our financial and supporter data is up to date so that can maximise supporter engagement and fundraising income.
- To be responsible for entering income received through all sources including but not limited to our website, all online donation platforms, bank account, payroll giving programme and merchandise. Ensure that all bank details are checked for accuracy and that information regarding payments is treated confidentially
- Work closely with the Finance team to ensure that all financial transactions are recorded and reconciled in accordance with the end of month deadlines.

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- Provide database support to users so that they can perform their roles as effectively as possible.
- Perform regular database housekeeping routines to ensure that data consistency is maintained.
- To process donation amendments for the organisation and communicate these to the Finance department
- Provide database training to users in groups or one-to-one as necessary.
- Share knowledge and expertise with the team.
- Supporting the team by acting as first point of contact for supporters and responding to queries
- Updating supporter details where necessary
- Keeping up to date records for gift aid, ensuring this is done in a timely manner
- To support the Database and Insights Manager as required, including but not limited to delivering data selections, insights and analysis, process development
- Other duties as required.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience:	<ul style="list-style-type: none"> • Database support experience • Experience of database tools and techniques • Experience of formatting and importing data to a database from external sources to agreed timescales • Experience of exporting, de-duping and formatting data from a large dataset • Experience of performing complex queries to identify records that meet criteria 	<ul style="list-style-type: none"> • Experience of using a CRM database within a not-for-profit setting e.g. Donorfy/ Raisers Edge etc. • Basic understanding of SQL queries • Experience of Supporter Care or customer service within a not-for-profit setting
Skills:	<ul style="list-style-type: none"> • Excellent Microsoft Excel knowledge - advanced use of formulas/pivot tables/external data sources/power query/power pivot and charts • Good working knowledge of other MS office packages, including Access • Proven ability quickly to acquire new knowledge on new systems • Good organisational skills • Excellent attention to detail • Ability to communicate appropriately and accurately in writing • Ability to organise time, prioritise and meet deadlines • Ability to work both using own initiative and as a team 	<ul style="list-style-type: none"> • Understanding of Database Security and data protection principles, in particular GDPR • Understanding of MS Access as a tool for manipulating SQL based information • Ability to provide a high level of customer service, both externally and internally.
Style of working:	<ul style="list-style-type: none"> • Collaborative • Resourceful • Self-motivated • Friendly and professional 	
Other:	<ul style="list-style-type: none"> • Flexibility and willingness to work some unsocial hours 	<ul style="list-style-type: none"> • Knowledge of diabetes, diabetes research and Breakthrough T1D

EQUAL OPPORTUNITIES



Breakthrough T1D is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

Breakthrough T1D is the operating name of Juvenile Diabetes Research Foundation Limited and is a charity registered in England and Wales (No. 295716) and in Scotland (No. SC040123)
Raising funds for research to find a cure for type 1 diabetes.
www.breakthrough1d.org.uk