



Database & Supporter Care Executive



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Charitable Incorporated Organisation (CIO) Number: 1159590

The charity

In 2004, a group of families who had lost children and young people to primary bone cancer (PBC) came together. They wanted to tackle head-on the fact that there was virtually no accessible bone cancer information, and practically no funding for research into this disease. In 2006, with Professor Ian Lewis, they registered the Bone Cancer Research Trust (BCRT). Since then, we have become the leading charity dedicated to fighting primary bone cancer.

We have an in-depth understanding of what it means to live with bone cancer for patients and their families, which is shared in our research report, [Living with, and beyond, primary bone cancer](#) and through a series of [short videos](#).

Our five year strategy, [The Biggest Ever Commitment to Primary Bone Cancer](#), sets out our ambition and priorities until 2022 as, together with the bone cancer community, we continue to lead the fight against primary bone cancer. Since the launch of our strategy in 2017 we have made great progress, awarding 36 brand new research projects totaling over £1.8million, supporting more patients and families than ever before, equipping them with the vital information they need and raising national and international awareness of primary bone cancer to aid earlier diagnosis.

The role

The post-holder will support the Database & Supporter Care Manager in the effective and efficient operation of the BCRT CRM system (thankQ), fundraising administration and the supporter care function of the charity.

The primary purpose of the role is to coordinate all financial and non-financial donor and fundraiser data between thankQ and our data providers: Facebook, JustGiving, Virgin Money Giving, Committed Giving, Dotmailer, BCRT Website and any other data sources to meet the charity needs.

BCRT has just entered an exciting new period of development and has experienced significant growth. To continue to support this growth and the charity's strategic aims, it is important that the CRM builds a more real time and 360 view of our supporters. This role will be pivotal to moving our CRM from being a transaction database to a fully embedded supporter relationship manager tool across all functions of the charity with weekly and / or daily data loading.

In addition to business-as-usual tasks, the post-holder will also analyze, configure, manipulate and re-map existing and new data and assist in the implementation of new processes and training around the CRM.

Key Benefits

- Part time: 30 hours per week
- Flexible approach to working hours
- Flexible approach to working location
- 22 days annual leave per year + bank holidays + 3-day Christmas shut down
 - Raising by 1 day per annum for every 2 full years service
- Healthcare cash plan
- Pension contributions
- Clear performance expectations and supportive management team
- Training and personal development opportunities
- Direct exposure to our charitable work

Job title:	Database and Supporter Care Executive
Responsible to:	Database and Supporter Care Manager
Line management:	No direct reports
Salary:	£21,012 per annum
Hours of work:	Part-time, 30 hours per week working flexibly
Contract type:	12 months in the first instance
Location:	Horsforth, Leeds / Home Based
Probation period:	3 Months

Key Responsibilities

- Data loading to ensure we have an up-to-date record of income, contact preferences, comms, events, profiles, Gift Aid Declarations, and all other activities.
- Regular and timely extraction of data from all data processors.
- Cleansing of name and address data and using PAF solution to ensure that we are maintaining a high level of clean data within thankQ.
- Manipulation, preparation, and formatting of all data to prepare for loading, ensuring mapping to correct entities within thankQ as defined in data loading templates.
- The maintenance and management of source, destination, and financial coding on thankQ - to meet both Fundraising and Financial requirements.
- Maintenance of matching and de-duping rules to make sure data is being loaded to correct contact records.
- Managing duplicate reports to ensure database is kept clean of duplicate records.
- Working with Fundraising & Communications Teams to ensure that financial data is correctly coded before import.
- Working with Finance Team and financial reporting templates to reconcile and resolve any financial discrepancies.
- Amending data loading templates to ensure data is accurately mapped for import.
- Supporting the Database and Supporter Care manager to implement and manage House File processes with data providers to enable better matching of supporters and improved supporter care communications and retention.
- Supporting the Database and Supporter Care manager to analyse and configure thankQ to meet business needs and support in training and supporting other team members with its use.

- Continual maintenance of thankQ to a high level of integrity, including undertaking regular data audits and cleansing exercises.
- Creation and maintenance of procedures and process maps to document all aspects of the role.

Other

- Ensure compliance with Data Protection, Electronic Communications, Chartered Institute of Fundraising and the Fundraising Regulator guidelines
- To evaluate own performance critically and strive for continual improvement.
- To select and make use of a variety of resources, including IT to manage workload effectively.
- To support the charity's ethos and policies and demonstrate a commitment to attitude and behaviour that reflects our core values – Pioneering, Dynamic, Supportive, Knowledgeable and Trustworthy
- To act as an ambassador for BCRT and attend and support fundraising and other events as and when required which will include some evenings and weekends.
- To carry out any other duties as may be reasonably requested that are commensurate with the level of this role.

Personal Specification

Criteria	Essential	Desired	Method of Assessment
<i>Qualifications</i>			
A high standard of education – A level or equivalent	✓		Application Form / CV
Degree or other professional qualification relevant to the role		✓	Application Form / CV
<i>Experience</i>			
At least two years' experience working with CRM databases in a charity environment (preferably thankQ)	✓		Application Form / Interview
Ability to demonstrate relevant experience of using all aspects of CRM databases	✓		Application Form / Interview
Advanced knowledge and experience of using Microsoft Excel	✓		Application Form / Interview
Demonstrate excellent written and verbal communication skills	✓		Application Form / Interview
Experience of supporter care practices		✓	Application Form / Interview

Experience of working with volunteers		✓	Application Form / Interview
<i>Personal Attributes</i>			
Enthusiastic, imaginative, energetic, and creative with a 'can do' attitude	✓		Application Form / Interview
Ability to confidently work as part of a team or individually	✓		Application Form / Interview
Excellent interpersonal skills who enjoys working with people and fundraisers	✓		Application Form / Interview
A shared passion for the work of the Bone Cancer Research Trust		✓	Application Form / Interview
Excellent organisation & time management skills	✓		Application Form / Interview