

Job Title:	Database Support Officer
Reporting To:	Database Manager
Salary:	£22,065 - £26,478
Hours:	37.5 hours per week
Location:	Alder Hey, Liverpool

Job Purpose:	<p>This is an exciting opportunity to be at the heart of the Charity operations. This role will support the Database Manager with ensuring data is processed in the best possible way across the organisation.</p> <p>If you are interested in complex problems, can understand difference systems and processes, and enjoy working with data then this role is for you. It is important to have excellent Microsoft Excel skills and the desire to work with large sets of data. You must be able to present complex information with the end user in mind.</p>
Main Duties/Tasks	<p>Support the Database Manager with development of the CRM (Salesforce) database, learning to investigate and implement improvements to existing database processes.</p> <p>Assist in the diagnosis of problems and research solutions.</p> <p>Train and support the Charity team with using the CRM database.</p> <p>Support with the processing of donations on the CRM database, liaising with fundraising teams to ensure this is recorded correctly, including from online platforms.</p> <p>Produce analytical reports from the fundraising database system to support business decisions.</p> <p>Undertake maintenance on the CRM system on a regular basis, ensuring continued data integrity.</p> <p>Support the Database Manager in ensuring systems and processes are GDPR compliant.</p> <p>Support the Database Manager with the development and oversight of SharePoint within the Charity.</p> <p>Other Duties</p> <p>Be an outstanding advocate for Alder Hey Children's Charity in line with the core values of the organisation.</p> <p>Be an active and supportive member of the Alder Hey Children's Charity team, contributing to the team's development and working collaboratively with colleagues and volunteers. Attend and support on events run by the fundraising teams where required.</p> <p>Any other reasonable duties as required by your line manager.</p>

Person Specification

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> • Strong knowledge of using a CRM system or fundraising database. • Experience of efficiently managing and delivering a demanding and varied workload. • Experience of creating systems and procedures that support and improve organisational practice. • Prior use of data import tool. 	<ul style="list-style-type: none"> • Experience of working at a charity. • Experience of working with JustGiving or other online platforms. • Experience of Salesforce. • Experience with ETL tools.
Skills and Attributes	<ul style="list-style-type: none"> • Excellent IT skills including Microsoft office, especially advanced knowledge of Microsoft Excel (including formulas and functions). • Excellent communications skills, both verbal and written across a range of audiences. • Self-motivated and positive attitude with the ability to work under pressure and prioritise in a busy environment. • Ability to work in a logical and organised manner. • Ability to work effectively as part of a team as well as independently. • Understand the necessity of dealing carefully and within data protection legislation, with confidential matters, including handling both personal and business critical information. • Confidence in using different systems and software to provide accurate reports. • Ability to present information with the end user in mind. 	<ul style="list-style-type: none"> • Ability to customise or code databases.
Additional requirements	<ul style="list-style-type: none"> • Strong interest in working for a children’s health charity. • An understanding of and commitment to the values of Alder Hey Children’s Charity. • Willingness to get involved with activities across the Charity. 	<ul style="list-style-type: none"> • Willingness to occasionally work outside of normal office hours.

Our Values

Here at Alder Hey Children’s Charity, our values guide the way in which we work. By being courageous, working together, being passionate about our work, and making sure that we are creative in what we do, helps us to deliver the support necessary so that our Hospital can continue to deliver the very best care for our young patients and their families. Our values are:

Courage: we try new things and take risks to innovate and drive forward new ideas. We have the courage to speak up and take a stance. We are accountable, responsive and responsible. We are unstoppable.

Together: we work together as one team, sharing our knowledge and learning. We work in partnership with patients, families, supporters and colleagues. We are respectful, celebrate diversity and empower each other to achieve our aims.

Passion: we are passionate about what we do and why we do it. We work together to share and grow. We inspire others.

Magical: we are fun, creative and child led. We create special moments, provide little extras and go further for our brave young patients.

Alder Hey Children's Charity will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability. Alder Hey Children's Charity is committed to equal opportunities and positively welcomes applications from all sections of the community. Alder Hey Children's Charity is committed to safeguarding children and vulnerable adults. The post holder may be required to complete an enhanced DBS disclosure check.