

Database and Donor Care Executive Job Description & Terms and Conditions of Employment

JOB DESCRIPTION

Job Title	Database and Donor Care Executive
Reporting Relationship	The Database and Donor Care Executive reports directly to the Head of Fundraising and Communications.
Purpose of the Post	The Database and Donor Care Executive plays a vital role in the fundraising and donor engagement efforts, as well as the client data. This position is responsible for managing the donor database, ensuring the accuracy and security of donor information, and leading initiatives to enhance donor relationships.
Roles and Responsibilities	<p><u>General</u></p> <ul style="list-style-type: none"> • Manage and maintain the donor (and client?) database with accuracy and integrity. • Regularly review and clean data to ensure data quality and compliance with data protection laws. • Develop and implement communication strategies to acknowledge donations, provide updates on the use of funds, and maintain ongoing engagement with donors. • Efficiently process donations, issue receipts, and manage gift acknowledgements in a timely manner. • Generate reports and analyse donor data to support fundraising strategies, identify donor trends, and measure campaign effectiveness. • Serve as the primary point of contact for donor inquiries, providing exceptional service and support to strengthen donor relationships. • Ensure all donor information handling practices comply with applicable data protection and privacy regulations.

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	<ul style="list-style-type: none"> • Work closely with the fundraising team to support the planning and execution of fundraising campaigns and events. • Assist in the development and execution of donor stewardship programs to encourage ongoing engagement and support. • Support the Quality and Safety Management Systems for continuous monitoring and improvement of support services. • Develop the CRM project alongside HX & Enclude. • GDPR & Consent Tracking. Looking after consent and making sure ARC is GDPR compliant in all communications. Take part in consent management project. • Website - Looking after website changes & updates. Making sure website is compliant in line with the DPO suggestions. Making any updates necessary and any changes requested from other departments. Working closely with website provider and keeping updated on any training and new additions to website. • Collaborate on website and email marketing migrations. Research and create business proposals as required. Ensure quality and cost-effective resources when tendering for new providers. • Ensure new providers receive appropriate training for their roles. • Finance Reconciliation – reconcile and code all income that comes into ARC’s bank account. Download and break down income reports from all 3rd party platforms such as iDonate, Donorbox, Paypal etc. • Data Breach Lead – main point of contact for any data breach in ARC. Write up about the breach and report to DPO. Work with DPO to decide if it needs to be raised further. Keep up to date log of all breaches and results.
Eligibility criteria	<u>Qualifications and Experience</u>

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<p>Qualifications and/or experience</p>	<ul style="list-style-type: none"> • Proven track record in managing relationships with internal and external clients, staff, and service providers. • Diploma or certificate in PR/Communications/marketing/Business Administration, or related field. • Proven experience in database management, preferably within a fundraising or non-profit environment. • Strong understanding of data protection, privacy laws and the Charities Governance Code. • Proficient in CRM systems and Microsoft Office Suite, with a strong emphasis on Excel. • Detail-oriented with strong organisational and analytical skills. • Passion for the mission of ARC Cancer Support and a commitment to supporting individuals and families affected by cancer. • Proficient in IT (Word, Excel, PowerPoint, databases) with a third-level qualification in HR, Operations, Social or Medical care, or other related disciplines preferred.
<p>Essential skills, competencies and/or knowledge</p>	<p>Essential</p> <p>Confidentiality and Professionalism</p> <ul style="list-style-type: none"> • Strict adherence to confidentiality with a professional and motivated demeanour. <p>Interpersonal and Communication Skills</p> <ul style="list-style-type: none"> • Strong interpersonal skills and empathy, paired with excellent communication abilities. Acts as a good role model, enhancing a supportive and inclusive environment. <p>Development and Learning</p> <ul style="list-style-type: none"> • Eager to learn and assume new responsibilities, focusing on personal development.

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	<p>Analytical Skills and Quality Focus</p> <ul style="list-style-type: none"> • Skilled in information collection and analysis, with a commitment to quality and service improvement. Educated in or familiar with the concepts and methods of quality improvement. <p>Equality and Inclusivity</p> <ul style="list-style-type: none"> • Applies equality principles, ensuring an environment where diversity is valued and equal opportunities are provided. <p>Legislative Knowledge</p> <ul style="list-style-type: none"> • Data Protection Acts 1988 to 2018 • Freedom of Information Act 2014 <p>Desirable</p> <ul style="list-style-type: none"> • Professionalism in the application of theory to daily practices. • Critical thinking to be able to recognise client problems and adapt to changes quickly. • Ability to recognise shortfalls or limitations of their competencies. • Ability to source both theoretical and technical information.
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TERMS & CONDITIONS OF EMPLOYMENT

Tenure	
Remuneration	
Working Week	
Annual Leave	
Superannuation	
Probation	
Health and Safety	

Signature _____ Date _____
Database and Donor Care Executive

Signature _____ Date _____
Head of Fundraising and Communications