

# JOB DESCRIPTION / DATABASE COORDINATOR

## Engagement: Operations Team

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

### Job purpose

The Database Coordinator is responsible for maintaining information on the fundraising and donor management database, offering excellent customer service to Alumni and their queries.

**Reference:**

CSF-102-20

**Salary:**

Grade 4

**Contract:**

Ongoing

Part time 0.6 FTE

**Location:**

Canterbury campus

**Responsible to:**

Operations Manager

**Job family:**

Administration, Professional & Managerial

## Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Maintaining the fundraising and donor database (Raiser's Edge) to a high standard for use and ensure accuracy of data and compliance with Data Protection legislation.
2. Working with users of the database to ensure it continues to meet their requirements and maintaining the policies and procedures manual.
3. Providing information (including reports and exports), assistance and training to users to ensure data is entered accurately and in line with the policies and procedures manual.
4. Acting as a first point of contact for alumni and members of the public to ensure that their queries are dealt with in a prompt and effective manner.
5. Provide additional support with the processing of data when required to ensure the database is a rich source of data and information.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Applying knowledge and understanding of certain procedures or policies to be able to respond to a wide range of enquiries from alumni and members of the public whilst recognising when it is more suitable to refer to someone else.
2. Maintaining accuracy and ensuring excellent attention to detail when processing data. Able to spot discrepancies and resolve them where possible, knowing when to refer/escalate to the Operations Manager.
3. Able to work on own initiative, planning and managing own workload on a day to day basis under minimal supervision. Responding to conflicting demands and being able to deal flexibly to changing priorities.
4. Managing multiple requests for information or dealing with several customers politely and professionally.
5. Dealing with personal data and will need to adhere to strict confidentiality and data protection policies

## Facts & figures

The Operations Team, in which the role of the Database Coordinator sits, is an Engagement Directorate shared service administration and finance team. The team supports the Development Office; Corporate Communications and International Partnerships. There will often be peaks and troughs in workload and conflicting demands on time, as is often evident in high-volume administrative activity.

The Database Coordinator's responsibilities cover the development and maintenance of the University's alumni and external relations database, Raiser's Edge. The database is key to the success of alumni relations work, events, fundraising campaigns and volunteer management. It is also used across campus to maintain relationships with the University and provide data vital to the success of the University's strategic plan. Raiser's Edge is one of the primary database systems at the University and holds data on approximately 180,000 alumni and important contacts.

## Internal & external relationships

**Internal:** Staff at all levels within Central Professional Service Departments and Divisions; Raiser's Edge User Group

**External:** Alumni; Donors; Suppliers

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

| Essential                                                                                                                                                           | Assessed via |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| • Educated to GCSE English and Maths (grade C/4 or above) or equivalent                                                                                             | A            |
| • Excellent IT skills, particularly MS Office packages                                                                                                              | A, I, T      |
| • Experience of working in a customer service environment and providing excellent customer service                                                                  | A, I         |
| • Experience of providing support and training to colleagues                                                                                                        | A, I         |
| • Experience of using and maintaining records on a Window's based database management system                                                                        | A, I         |
| • Excellent interpersonal, verbal and written communication skills                                                                                                  | A, I         |
| • Meticulous attention to detail and ability to maintain accuracy under pressure                                                                                    | A, T         |
| • Good organisational skills and the ability to work under pressure to tight deadlines                                                                              | I, T         |
| • Ability to prioritise effectively and use own initiative                                                                                                          | I            |
| • Ability to work effectively under direction and collaboratively as part of a team                                                                                 | I            |
| • Ability to deal with confidential information                                                                                                                     | I            |
| • Understanding of the principles of Data Protection legislation                                                                                                    | I            |
| • Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research | I            |
| • Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role                                                          | I            |
| Desirable                                                                                                                                                           | Assessed via |
| • Experience of working in fundraising organisation                                                                                                                 | A, I         |
| • Experience of working in and understanding of HE sector                                                                                                           | A, I         |
| • Experience of using and entering donations on a database                                                                                                          | A, I         |
| • Knowledge of using Raiser's Edge                                                                                                                                  | A, I         |
| • Experience of administering meetings (including taking notes)                                                                                                     | A, I         |
| • Experience of report writing                                                                                                                                      | A, I         |
| • Experience of monitoring key performance indicators                                                                                                               | A, I         |
| • Experience of maintaining paper files                                                                                                                             | A, I         |

\* A - Application; I - Interview; T - Test/presentation at interview stage