



Database Assistant Job Description

Department: Fundraising

Location: The role is predominantly based in our central Bristol Whitefriars office and throughout the pandemic the post will be required to work three days from the office and two days from home

Hours per week: 35 hours per week

Contract: Fixed-term – 6 months

Reports to: Database and Compliance Manager

Purpose of the job:

- To provide administration support for the Fundraising Department, and technical support service to the Database and Compliance team.

Accountabilities:

- Administer all legal direct debit amends and changes received from BACs (Bankers' Automated Clearing Services), ADDACS (Advice of Direct Debit Amendments and Cancellations) ARUDD (Advice of Unpaid Direct debits), & DDICA (Direct Debit Indemnity Claim Advice). Communicate all changes to supporters within set legal timeframes (written).
- Support the Database Officer to run database housekeeping procedures such as identifying and merging duplicate records, removing or archiving redundant data, correcting data where errors occur and similar tasks to ensure the efficient operation of the database and quality of data in line with the Data Protection Act.
- Run weekly database queries on all new additions and alterations. Tidy, clean, make amends and corrections where there are errors.
- Run duplicate reports and merging of donor records where appropriate.
- Manage the daily banking of donations for the Individual Giving team and other fundraising streams including logging of all donations made via cash, cheque and CAF vouchers (Charities Aid Foundation) following set procedures. Thank all donors via email, mail and phone.
- Provide the Database Officer with import files in the correct format for uploading to Raiser's Edge. Check, clean and organize files in a set format.

- Check and upload regular data batches via Raiser's Edge including regular gifts and new constituents.
- Manage administration of gift aid including scanning declarations and adding new written and oral declarations to Raiser's Edge.
- Any other necessary duties.