

**Database Administration Assistant
Job description**

1.	Main purpose of the job	
	To assist the Database Manager in managing The Sick Children's Trust Donorflex database.	
	To be an active part of the Finance and Administration team contributing to team meetings, strategy and day to day running of the organisation.	
2.	Position of organisation	
	Reports to:	Database Manager
	Responsible for:	N/A
	Main relationships:	Internal: Finance and Administration team, Fundraising Directorate members, House staff, Head Office team. External: Volunteers, external financial agencies and suppliers.
	Direct contacts:	Database Manager, Office Administrator and Finance Officer
	Reference points:	Members of the general public, donors, supporters, The Sick Children's Trust volunteers, external agencies and suppliers.
3.	Brief description of directorate	
	The Database Administration Assistant works closely with the Database Manager to ensure The Sick Children's Trust donor database, Donorflex, is maintained up to date and accurate, to ensure that the Finance and Administration team can report correct financial information.	
	Furthermore, the Database team liaise closely with the Fundraising and Communications team to ensure all the required information for Communications to be distributed is correct and available, and that Fundraisers are able to track their income on an on going basis.	
4.	Scope of the job	
A.	Provide effective assistance to the Finance and Administration team, act as an interface between the Database team and all staff on Donorflex database matters	
B.	Be an effective team member working to realistic deadlines and expected standards	
C.	To act as an important front facing team member, ensuring all communication contact complies with The SCT policy and guidelines	
D.	Increase awareness of The SCT to its maximum potential according to the principles and objectives of the organisation	
E.	Keep accurate records and be responsible for, alongside the Database Manager, all database functions.	

5.	Duties and responsibilities
A.	Provide effective assistance to the Finance and Administration team, act as an interface between the Database team and all staff on Donorflex database matters
	<ul style="list-style-type: none"> • To process all donations received by The SCT; cash, cheques, credit card donations, CAF vouchers and direct debit donations from Regular Givers or Lottery players • To enter all donations received onto the database ensuring accurate information is meticulously recorded and regularly updated • To process Gift Aid declaration forms • To process Restriction declaration forms • To liaise with the Finance Officer, Fundraising staff and House staff to ensure all income is correctly recorded on Donorflex; • To liaise with the Finance Officer to ensure the Financial accounting system (SAGE) and Donorflex reconcile to one another; • To process monthly House Information sheets containing service user information onto the database, ensuring data entry is never more than a month in arrears; • To liaise with the House staff via email and telephone to ensure all service user information is correctly recorded on Donorflex; • To assist the Database Manager in data cleansing the database
B.	Be an effective team member working to realistic deadlines and expected standards
	<ul style="list-style-type: none"> • Ensure all documentation is completed and processed to achieve agreed targets, delivered to deadline • Provide regular reports for the Head of Finance • Manage your workload, ensuring systems are set up and adhered to and that all work is of a consistently high quality.
C.	To act as an important front facing team member, ensuring all communication contact complies with The SCT's policies and guidelines
	<ul style="list-style-type: none"> • Answer telephone enquiries from House staff regarding database information • Ensure and maintain confidentiality of all appropriate communications and documentation
D.	Increase awareness of The SCT to its maximum potential according to the principles and objectives of the organisation
	<ul style="list-style-type: none"> • Ensure that all work you undertake is kept up to date and, in keeping with the aims of the organisation, current activities and branding guidelines.
E.	Keep accurate records and be responsible for all personal administration, data entry and filing.
	<ul style="list-style-type: none"> • Take responsibility for own administration, including filing and handling a range of telephone enquiries • Maintain accurate and up-to-date records using agreed systems, including database. • Arrange visits to 'Homes from Home' from time to time to assist with database related tasks.
6.	General responsibilities
	<ul style="list-style-type: none"> • Be a positive ambassador for The Sick Children's Trust. Adopt a personal style that enhances the reputation of The Sick Children's Trust and fosters respectful and

professional working relationships.

- Contribute positively to team working within the charity and to implementing organisational objectives.
- Be flexible within the broad remit of the post.
- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Abide by organisational policies and practices, including the equal opportunities policy and code of conduct.
- Ensure that The Sick Children's Trust's UK brand values are fulfilled in activities undertaken.
- Maximise The Sick Children's Trust's UK resources by building and maintaining effective interdepartmental relationships.
- Duties may vary from time to time with development of the post. The post holder will be required to carry out such duties as receiving general telephone enquiries and dealing with general office administration as befits a small office environment.

**Database Administration Assistant
Person specification**

		Essential	Desirable
Experience	Possesses the administrative and numerical skills to work flexibly and collaboratively providing support to the Database Manager within a busy office environment	✓	
	Experience of managing own workload effectively and planning and organising work to meet deadlines.	✓	
	Experience of high levels of accuracy and meticulous attention to detail, and enjoys following processes and getting things right.	✓	
	Experience of strong communication and relationship building skills to liaise with a wide range of people, both internal and external to the organisation	✓	
	Experience of dealing with and managing situations that may change at short notice in a calm and methodical manner	✓	
	Experience of working effectively without close supervision dealing with problems as they arise.		✓
	Able to take responsibility for delivering against objectives and is keen to learn	✓	
	Able to maintain, accurate and up to date records on our databases.	✓	
Skills, abilities and personal attributes	Ability to communicate clearly with people at all levels.	✓	
	Ability to see tasks through from start to finish, even when they are repetitive and routine	✓	
	Able to develop positive working relationships with a range of people internally and externally.	✓	
	Able to work as part of a team.	✓	
	Highly experienced in Microsoft Excel.	✓	
	IT Literate. Experience of Microsoft Office software; in particular Word, PowerPoint, Excel and Outlook. IT Literate in other Microsoft Office software: PowerPoint, Word and Outlook	✓	
	Knowledge of databases, preferably Donor Flex. Understanding of general financial principles.		✓
Knowledge	Educated up to at least 'A' level/NVQ or equivalent; AAT Foundation at least Minimum B grade in maths GCSE	✓	
	Commitment to working outside of normal office hours, when the job requires this. With a willingness to travel.		✓

Education/ Training	Willingness to take accountability for own actions in the delivery of objectives.	✓	
Other requirements	Willingness to develop an understanding of disability issues.	✓	
	Commitment to working within the principles of equal opportunities.	✓	
	Empathy with the aims, goals and values of the charity, and a commitment to support delivery to meet these.	✓	