

## **Database Assistant Job Description**

**Job title:** Database Assistant

**Hours:** 37.5 per week Monday to Friday, 0900 - 1730 (flexible working may be considered)

**Location:** Head Office, London

**Reports to:** Database Manager

**Wider department:** Database Manager, Office Manager, Finance Officer and Head of Finance

### **Role purpose:**

- To assist the Database Manager in managing The Sick Children's Trust donor database, Donorflex.
- To be an active part of the Finance and Administration team contributing to team meetings, strategy and day to day running of the organisation.

The Database Assistant works closely with the Database Manager to ensure The Sick Children's Trust donor database is kept up to date and is accurate, to ensure that the Finance and Administration team can report correct financial information. The Database team liaise closely with both the Fundraising and Communications teams to ensure all data is up to date and fit for purpose, for example, so that fundraisers are able to track their income on an ongoing basis.

### **Key responsibilities:**

- To act as an important front facing team member, ensuring all communication contact complies with The Sick Children's Trust's policies and guidelines
  - Answer telephone enquiries from house staff regarding database information
  - Ensure and maintain confidentiality of all appropriate communications and documentation
- Increase awareness of The Sick Children's Trust to its maximum potential according to the principles and objectives of the organisation
  - Ensure that all work you undertake is accurate and in line with the aims of the organisation, current activities and branding guidelines
- Keep accurate records and be responsible for all personal administration, data entry and filing
  - Take responsibility for own administration, including filing and handling a range of telephone enquiries
  - Maintain accurate records using agreed systems
  - Arrange visits to 'Homes from Home' from time to time to assist with database related tasks
  - Maintain accurate process notes for all processes undertaken in this role
- General responsibilities
  - 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 the team working within the charity, 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 brand values are fulfilled in activities undertaken
- Maximise The Sick Children's Trust 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.*

### Person specification

|  |   | Essential | Desirable |
|--|---|-----------|-----------|
| <b>Experience</b>                                | 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 working effectively without close supervision dealing with problems as they arise   |           | ✓         |
| <b>Skills, abilities and personal attributes</b> | Able to take responsibility for delivering against objectives and is keen to learn  | ✓         |           |
|  | 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   | ✓         |           |
|  | Flexible and adaptable approach to work to respond to change at short notice in a calm and methodical manner  | ✓         |           |
|  | Able to maintain, accurate and up to date records on our databases  | ✓         |           |
|  | Ability to communicate clearly with people at all levels  | ✓         |           |
|  | Strong communication and relationship building skills to liaise with a wide range of people, both   | ✓         |           |

|                                |  |   |   |
|--------------------------------|--|---|---|
|                                | internal and external to the organisation  |   |   |
| <b>Knowledge</b>               | IT literate. Experience of Microsoft Office software; in particular Word, PowerPoint, Excel and Outlook.<br>IT literate in other Microsoft Office software: PowerPoint, Word and Outlook | ✓ |   |
|                                | Knowledge of databases   |   | ✓ |
| <b>Education/<br/>Training</b> | Educated up to at least A level with minimum B grade in GCSE Maths and English or equivalent   | ✓ |   |
| <b>Other requirements</b>      | Commitment to working outside of normal office hours, when the job requires this, with a willingness to travel   |   | ✓ |
|                                | Willingness to take accountability for own actions in the delivery of objectives   | ✓ |   |
|                                | 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   | ✓ |   |