



THE PRINCE'S TRUST JOB DESCRIPTION

JOB TITLE: Fundraising Database Manager

LOCATION: Prince's Trust House, London

INTRODUCTION TO THE PRINCE'S TRUST

Youth charity The Prince's Trust helps disadvantaged young people to get their lives on track. It supports 13 to 30 year-olds who are unemployed and those struggling at school and at risk of exclusion. Many of the young people helped by The Trust are in or leaving care, facing issues such as homelessness or mental health problems, or they have been in trouble with the law.

The Trust's programmes give vulnerable young people the practical and financial support needed to stabilise their lives, helping develop self-esteem and skills for work. Three in four young people supported by The Prince's Trust move into work, education or training. The Prince of Wales's charity has helped 825,000 young people since 1976 and supports over 100 more each day.

Our Vision: Every young person should have the chance to succeed.

Our Values:

- Approachable – we are open minded and value diversity
- Non-judgemental – we focus on the potential not the past
- Inspiring – we lead by example
- Empowering – we enable positive change
- Passionate – we are absolutely committed to supporting young people

CONTEXT OF THE ROLE:

In the UK, currently there are more than 950,000 young people aged 16-24 who are not in education, employment or training (NEETs). The Trust works with around 55,000 young people across the UK. We support young people through teams of staff, volunteers and delivery partners in three English regions and offices in Scotland, Wales and Northern Ireland. Each of the regions and countries has a Director and in the countries they are supported by Country Advisory Councils, which are made up of non-executive volunteers.

The Fundraising Data and Insight Team is a relatively new unit with the aim of driving and developing deep and meaningful knowledge of our funders and their donations, whilst providing the foundations for excellence in donor care and data driven fundraising at The Prince's Trust. The team's function is not just to manage data but to help translate it into meaningful insight which can aid decision making right across our fundraising team, both strategically and operationally.

The recruitment of this post comes at a pivotal moment in the delivery of our ambitious fundraising strategy as we begin to use data at a much greater scale to manage our fundraising pipelines and communicate with our supporters in and beyond our 40th anniversary year. We have ambitious



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plans to help more young people and are therefore setting out an aim to raise more money. Data driven decision making will help underpin this income growth.

The Fundraising Data and Insight Team is part of the Fundraising Operations Team which is a leading fundraising support centre of excellence that reduces complexity, increases quality and drives efficiency to help us meet our Fundraising Strategic Aims and grow our income.

RESPONSIBLE TO: Head of Fundraising Data and Supporter Insight

RESPONSIBLE FOR: N/A

KEY CONTACTS:

- National Fundraising Teams
- Regional Fundraising Teams
- Management Information Systems
- Marketing and Communications Team
- Outreach Assessment and Outcomes Team
- Volunteer and Secondment Teams
- Other Head Office Functions and Departments as required

BUDGET: N/A

DETAILED RESPONSIBILITIES:

1. Manage and grow our supporter data asset by leading on the development of the fundraising data model and architecture, ensuring data quality and compliance with relevant legislation and best practice
2. Analyse and model business processes, functions and requirements, information flows and data structures for fundraising data, using methodical and consistent techniques
3. Develop interim workarounds and long-term enhancements, reconfiguring the fundraising data systems to unlock efficiencies
4. Proactively encourage good data management across all Fundraising teams, provide expert advice on best practice and educate colleagues on the full potential of effectively utilising the fundraising database
5. Proactively contribute to the effective day-to-day management of the fundraising database through executing high quality data selections, imports and exports in and out of The Raisers Edge.



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6. Work collaboratively with colleagues in the fundraising data team to deliver engaging training to all CRM users; and to provide high quality support to CRM users through one to one, telephone and email support
7. Share Raisers Edge and SQL knowledge and skills with the database team, and other teams as appropriate
8. Develop reports and dashboards to ensure that colleagues can easily access the information they need
9. Ensure processes are in place for effective capture and management of fundraising data on Raiser Edge CRM, to ensure data is compliant with relevant regulations, complete and high quality, and standards are upheld by systems passing data downstream to CRM
10. Define acceptance tests for new or changed fundraising data systems
11. Proactively engage and liaise with colleagues across Fundraising Operations, and other departments, on strategic change pieces
12. Any other duties within competence as required



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PERSON SPECIFICATION

The successful candidate will be an experienced individual. Their primary responsibility will be to develop the fundraising data model and systems, to ensure The Prince's Trust is working as efficiently as possible.

This position requires a high level of business analysis, SQL and reporting skills, as well as an understanding of software development.

Criteria	Essential	Desirable
Skills and Knowledge:	<ul style="list-style-type: none"> • Skilled in using Microsoft Access • Skilled in reporting tools such as Excel pivot tables, MS Reporting Services and Excel Add-ins • Skilled in project management and delivery, across the development lifecycle • A conceptual thinker, able to understand the underlying issues in complex problems • Proven ability to translate complex technical concepts into easily understood issues, across a range of audiences and levels of data maturity • Proven ability to negotiate and interact with staff and suppliers at all levels • Well-informed on trends in IT software development • In-depth knowledge of relevant laws including the Data Protection Act • A highly effective individual who can inspire teams, set out a clear direction and deliver at an exceptional level • Knowledgeable in Microsoft Office specifically Word, Outlook and Excel 	<ul style="list-style-type: none"> • Knowledge of Raisers Edge CRM • Understanding of business analysis and techniques for collating business requirements • Familiar with software design and writing software programmes • Skilled in programming languages, specifically SQL
Experience:	<ul style="list-style-type: none"> • Experience of working with SQL databases • Experience of SQL scripting and report writing • Professional experience of data management, analysis and modelling • Experience of providing first rate database support • Experience of full life cycle database development 	<ul style="list-style-type: none"> • Experience in developing business intelligence solutions in-house • Experience and understanding of the Charity or Education sector • Experience of full life cycle software development • Experience and understanding of quality control

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Criteria	Essential	Desirable
	<ul style="list-style-type: none"> • Proven track record of quick learning, flexibility and team working and team building • Proven track record of matrix management, delegating and managing work across colleagues in other teams with different levels of seniority • Broad experience of developing systems and processes, across a wide variety of stakeholders and interest groups 	
Behavioural Indicators	<ul style="list-style-type: none"> • Emotionally resilient and able to work with ambiguity, group pressures, the opposition of ideas and difficult tasks • Delivering Results Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. Makes effective, data-driven decisions. • Leading by Example Is an inspiring role model for others, building trust and living our Values; Always keeps young people at the centre of what we do. • Continuous Improvement Consistently seeks to improve how we do things to achieve better outcomes for young people. Embraces change and innovation. • Effective Communication Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. • One Team Works with others as one team, actively collaborating to achieve a shared vision. Builds relationships across The Trust, sharing information and expertise. 	



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The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

EMPLOYMENT DETAILS

Salary band/grade

Band 4. Salary £29,500 - £39,350