

Job Description

Post	Database Manager
Reports to	Head of Donor Care
Purpose of the role	As part of the Donor Care team, you will manage and develop The Scottish Bible Society ('SBS') database. Working closely with the Head of Donor Care, you will be responsible for the overall management of the database as well as providing insight and analysis of SBS supporters.
Person specification	<p>You will have demonstrable experience of database management, with a strong understanding of CRM and marketing principles, preferably in a charity setting.</p> <p>You will be someone who can interpret and present analysis. You will be able to work collaboratively with all parts of the organisation to help build the 'bigger picture' as well as supporting targeted campaigns.</p> <p>Although there is no Faith requirement associated with this role, you will respect the Christian ethos and values of SBS.</p>

Summary of the essential duties and main responsibilities of the post

- Ensure that all SBS supporter and volunteer data is up-to-date, secure and that a robust process and procedure is maintained for how the data is used.
- Produce regular reports, monitor donations, track relationships with supporters, segmentation of data for direct mail/digital campaigns and general recording of information.
- Co-ordinate all data entry, management and analysis for the Donor Care team (as well as supporting other departments within SBS) and ensure that data management quality standards are adhered to.
- Proactively monitor GDPR, fundraising standards, marketing best practice guidelines and determine how this impacts our database management.
- Validation of data entry by creating complex queries to facilitate global changes where/if required.
- Check data accuracy and alter records, maintaining tables and configurations.

- Assist the Head of Donor Care in ongoing development of segmentation and tracking of supporters and by producing regular relevant data reports.
- Work across SBS to proactively promote and develop the Supporter journey.
- Data development and integration with other database systems (e.g. website, Dotdigital etc.).
- Manage access and security profiles of SBS staff to the database and manage the relationship with database provider, providing internal escalation point for problems with the database.
- Co-ordinate and further develop the procedures manual whilst providing, when needed, training to users and answer any user queries.

About you

- You will have demonstrable experience of database management (e.g. ThankQ or Raisers Edge) with a strong understanding of CRM and marketing principles, preferably in a charity setting.
- You will have experience of producing spreadsheets and working on data segmentation.
- You will have a working knowledge of GDPR.
- You will have excellent written and verbal communications, a friendly and approachable telephone manner when speaking with supporters.
- You will have experience of working proactively on your own initiative, whilst also having the ability to work supportively as part of a team.
- An understanding of the Denominational Church networks to be able to support the Head of Bible Engagement and the Community Partnership Manager in church relations, would be useful.

Working Pattern

- Full time Monday to Friday business hours (35 hours).
- Hybrid working model; home working Monday and Friday, Edinburgh office Tuesday, Wednesday and Thursday.
- Flexibility to fulfil out of normal business hours or very occasional weekend engagements, with time off in lieu.

Scottish Bible Society Values

All staff commit to the following values as a staff team, and we encourage these in our volunteers:

- Mission focussed.
- Bible-centred.

Please refer to the SBS Values document for a full description.