

## **Job Description – Temp Database**

Part time – 3 days a week  
Temporary Contract 6 – 12 months approx  
Based in Eynsham Office

### **MAIN PURPOSE OF THE JOB**

The Database Administrator is responsible for the performance, integrity and security of the data. Making sure that all database amends and updates are in line with GDPR compliance, that all information is accurately updated and used for the purpose requested.

### **Role Responsibilities**

- Enter all financial data coming into CWI by phone, email or post onto the database.
- Monitoring and reporting missionary support raising against targets.
- Being responsible for data integrity and keeping up with best practise.
- Ownership and accountability of the overall CRM Database.
- Being responsible for creation and maintenance of mailing lists.
- Being responsible for regular analysis of income, fundraising effectiveness etc. and reporting as appropriate.
- Review response forms in line with GDPR and data entry.
- Setting up Source Codes for mailings, and connecting with Finance to make sure the right Destination Codes are in place.
- Ensure maximum benefit gained from the CRM database through:
  - Identifying and implementing development/upgrades of the CRM database.
  - Providing training on the CRM database and ongoing support as necessary.
  - Providing troubleshooting support and liaising with software providers to find solutions.
- Developing, documenting and implementing data capture protocols to ensure maximum value gained from the database.

### Person Specification

	ESSENTIAL
QUALIFICATIONS	GCSE Maths and English grade C or above 2 or 3 A levels or equivalent
EXPERIENCE	Proven ability of working in a customer facing environment Database experience
SKILLS/ ABILITIES	Self-Starter Ability to meet deadlines Self-motivated with high energy Excellent IT skills Ability to influence and encourage Ability to converse persuasively with confidence on the telephone An engaging level of enthusiasm for routine office-based work Accuracy and attention to detail Good organisational skills, with the ability to juggle several tasks at once Ability to work under pressure
PERSONAL QUALITIES	Committed Active Practicing Christian Flexible approach to work Team player Strong interpersonal skills – warm, empathetic and outgoing personality Positive professional attitude Ability to work on own Initiative to achieve targets

*All jobs at CWI have an occupational requirement under Schedule 9 of the Equality Act 2010 to be held by an active, practising Christian who consents to our statement of faith*