JOB DESCRIPTION

Job Title: Database Manager	
Department /Division/Unit: Operations	
Faculty/Professional Service: Development & Alumni Relations Office	
Location: G4, Keppel Street	
Reports to: Head of Operations	
Responsible for: N/A	

Full Time/Part Time/Casual: Full Time	**Hours** *(if less than full time):*

Grade: 6

Overall Purpose of the job
As a key member of the Operations Team within the Development and Alumni Relations Office (DARO), the Database Manager is responsible for administering, maintaining and improving the LSHTM's development and alumni database and office data management processes. This system is critical for streamlining and increasing the productivity of the fundraising, annual giving and alumni relations activities. Reporting to the Head of Operations, the Database Manger will oversee gift processing and financial reconciliation of all philanthropic gifts as well as project manage departmental reporting. The Database Manager will also serve as a crucial financial liaison between DARO and various centres and departments.

Principal Duties and Responsibilities *(Examples)*
1. Administer, maintain and improve the School's development and alumni database   ▪ Administer and maintain the integrity of the department's Raiser's Edge database, ensuring all electronic records are accurate and up-to-date and creating new records when necessary.   ▪ Ensure the fundraising database is upgraded and fully functional, ensuring any relevant new software is acquired to improve efficiency and reliability.   ▪ Use the database to create complex queries to support the needs of the Development and Alumni Relations team, including the preparation and presentation of reports and visually compelling graphs and charts for the team, senior leadership, the School's Council and others as required.   ▪ Implement and streamline processes to accurately select and segment the data across the team for all outgoing communications.   ▪ Liaise with staff across the School to obtain relevant data to be cleansed, formatted and imported into Raiser's Edge in a timely manner.   ▪ Liaise with external consultants and contractors to manage the data handling and cleansing, pre and post-campaign imports.   ▪ Provide data exports and reporting as requested by the team.   ▪ Build and implement best practice data processes and procedures for the fundraising team.

- Establish reports, queries and dashboards for all members of the team to meet their individual needs.
- Provide ongoing training for School staff on using Raiser's Edge and office procedures for data management.
- Provide training and support for end users of the fundraising database.
- Oversee the use of RE NXT and support staff in using this system as appropriate.

2. **Manage the School's gift processing and financial reconciliation process for all philanthropic donations from around the world; including cash, cheques, credit cards, wire transfers and other online portals.**

- Manage the School's donation and financial accounts, ensuring that all philanthropic gifts to the School, including gifts made to individual departments and centres, are processed for accurate financial reconciliation.
- Promptly and accurately move funds to the appropriate destination accounts, liaising with staff throughout the School to filter out non-philanthropic gifts and ensure that gifts are processed and accounted for, in accordance with charity law and School policies.
- Run detailed transaction reports on a weekly/monthly basis to ensure all gift donations are coded to the correct budget line.
- Work with the Finance and Legal colleagues to ensure the School's fundraising accounting practices conform with charity best practices and comply with relevant charity and tax legislation (e.g. Gift Aid and Fundraising Preference Service regulations)
- Set up a fool proof Gift Aid process with finance to ensure compliance for auditing purposes.
- Research, maintain and monitor electronic and paper records of all philanthropic gifts made to the School, as well as correspondence and important documents (i.e. gift agreements and due-diligence reports) pertaining to the School's relationships with key stakeholders.
- Oversee and monitor a system to ensure gifts are acknowledged in a timely manner by the appropriate School representative.
- Work with the Donor Relations and Communication Officer to manage a system for tracking pledge instalments and payments.

3. **Project manage key performance indicator data and reporting for the department.**

- Set up dashboard reports to monitor the recording of key performance data on Raiser's Edge database to assist with forecasting.
- Prepare monthly, quarterly and annual key performance indicator reports for relevant stakeholders.
- Establish an effective regular reporting mechanism for overdue tasks (unsigned gift agreements, incomplete due diligence process, outstanding actions, etc.) for all members of the team.
- Maintain and update a dynamic Prospect Pipeline and moves management system in consultation with the Fundraising Research Officer and prepare regular reports for relevant members of the team.
- Implement a moves management system for the Annual Fund.
- Support direct mail, events and other fundraising and alumni activities using the database to generate segmented lists.

4. **Coordinate, and where possible integrate, the School's databases, online portals and systems for recording alumni, donor and prospective donor data.**

- Perform regular audits of Raiser's Edge and other relevant databases.
- Work with the Alumni team to review data for future Gift Aid mop up campaigns to claim further income on donations.
- Work closely with the Alumni Relations & Annual Fund Officer to update and maintain the Net Communities online alumni portal and web pages.

▪ Update and maintain the School's online giving portals, working with the web team as necessary.
▪ Liaise with Finance, Research Grants, Registry, Student Recruitment, Communications, the Division of Education, the Director's Office and others to co-ordinate activity.
Additional Information
Occasional night and weekend work may be required. All other duties as assigned by the Operations Manager.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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Competency	Evidence	E/D
Education, Qualifications and Training	▪ Hold an undergraduate degree or have equivalent practical experience	E
Experience	▪ Significant experience of using Raiser's Edge database at an advanced level	E
	▪ Demonstrable experience of preparing clear and well laid out data reports and graphs	E
	▪ Evidence of excellent written presentation skills	E
	▪ Evidence of excellent attention to detail	E
	▪ Experience of working in alumni relations and/or fundraising in a higher education setting	E
	▪ Experience of handling confidential information	E
	▪ Evidence of excellent project management skills, including the ability to manage competing priorities under deadline pressure and without supervision	E
	▪ Experience of managing gift processing	D
	▪ Experience of using Crystal Reports	D
	▪ Experience of prospect or alumni research	D
	▪ Experience using the Net Communities online portal	D
Knowledge	▪ Knowledge of relevant legislation, including data protection and freedom of information legislation	E
	▪ Familiarity with 'moves management' in fundraising	D
Personal Qualities	▪ Demonstrable ability to be proactive, with good problem solving skills	E
	▪ Demonstrable ability to work in a team	E

E - Essential: Requirement without which the job could not be done
D - Desirable: Requirements that would enable the candidate to perform the job well