

Database Operations and Insight Manager	
Role Description	

Grade & Salary:	Grade 5 - £32,236 - £38,460 + pension
Campus Location:	Sighthill Campus, Edinburgh
Line Manager:	Head of Development – Alumni and Fundraising
Line Management Responsibility for:	<ul style="list-style-type: none"> • Database Operations and Insight Officer • Finance Administrator who delivers the day-to-day financial and monthly reporting.
Role Summary:	<p>You will lead the team at the heart of a busy department, to deliver an effective operating and reporting structure for data management which forms the backbone for Edinburgh Napier University's fundraising and alumni development.</p> <p>Through your leadership of operations, your team will support activities to engage and steward a wide and varied audience. This includes students and alumni, corporates, trusts, organisations and members of the public who fund or support in other ways. This role involves working with colleagues across the Development and Alumni department and with other university departments, the Development Trust Board, external suppliers and statutory organisations.</p> <p>You will deliver effective capture, processing, management, analysis and reporting on all our data to support the delivery of the growth strategy for alumni and fundraising development.</p> <p>You are a team player. A strong communicator, able to harness the full potential of systems and agile with developing technology. You evolve enabling solutions and can lead implementation so that the department is at the forefront of best practise and optimised to grow the alumni and supporter base.</p> <p>You will use CRM tool, Raiser's Edge NXT and financial reporting tool, Agresso. To support the alumni and fundraising strategy you will contribute to a cross-working group to integrate and improve the management of data that resides on other university databases.</p>

Main Duties and Responsibilities

<ul style="list-style-type: none">Manage team	<p>Provide leadership and direction to permanent and temporary staff members within your team. This post currently line manages the Database Operation and Insight Officer supporting the CRM system and the department's Finance Administrator.</p>
<ul style="list-style-type: none">CRM development to deliver department strategy	<p>Ongoing strategic development of effective processes for data capture, management, analysis and reporting using the CRM Raisers Edge NXT which contains around 86,000 records and ensure set up for year on year growth.</p> <p>Provide first point of contact, advice and guidance on all aspects of the CRM. Ensure all data processes and policies are kept up to date.</p> <p>Responsible for managing complex data queries, exports and imports, This will include imports of graduation data sets, the extraction of data to support stewardship, events and other activities.</p> <p>Review data segments using analysis to inform proposals for supporting key activity such as funding campaigns, alumni engagement and stakeholder management.</p> <p>Provide timely management information for reporting and benchmarking purposes to inform departmental planning and strategy.</p> <p>Ensure the efficient flow of information from the website to the database and vice versa.</p> <p>Undertake regular audits to check processes being adhered to by staff</p> <p>Manage data cleansing process.</p> <p>Deliver or coordinate staff training to use Raiser's Edge NXT.</p> <p>Collaborate with colleagues across the wider university to improve overall data management.</p> <p>Responsible for the interface with student records and other data sources, ensuring that download programmes are run timely and efficiently. In particular, graduation imports from student records.</p> <p>Contribute reporting to statistical and performance indicator reports such as Ross-CASE.</p> <p>Main contact to manage external database suppliers including managing upgrades and support requirements.</p>
<ul style="list-style-type: none">Financial Reporting	<p>Oversee the management of financial processes. These include:</p> <ul style="list-style-type: none">Ensuring that all income and expenditure is monitored, verified and reconciled.

	<ul style="list-style-type: none"> - Oversee the preparation of monthly and annual accounts for the Edinburgh Napier Development Trust, ensuring compliance with SORP. - Liaise with project champions with regard to managing donations and disbursements from the Edinburgh Napier University Development Trust to ensure that the Trust adheres to charity law. - Ensure that gifts are received in the most tax efficient way (give advice as necessary), and that Gift Aid is claimed. - Ensure effective preparation for annual audit
<ul style="list-style-type: none"> ▪ Training 	<p>Deliver or coordinate training for team on systems as required so that all team members use the systems correctly.</p> <p>Undertake spot checks weekly to identify where targeted additional training support is required.</p> <p>Implement relevant new procedures as software develops over time.</p>
<ul style="list-style-type: none"> ▪ Policies and Procedures for Regulatory Compliance 	<p>Keep abreast of regulatory landscape impacting any aspect of your remit and advise on and make necessary updates to policies and procedures. Embed revised practice effectively through training for the team.</p> <p>These include procedures for database management, gift processing, financial management and stewardship.</p> <p>Working with the University's Information Governance Manager, ensure database and web interface are compliant with the Freedom of information Act and the Data Protection Act and that all team members understand and manage data correctly.</p>
<ul style="list-style-type: none"> ▪ IT Support 	<p>Responsible for software and hardware across the department, coordinating with the University's C&IT team where required and escalating issues which impact team members to effectively deliver their roles.</p>
<ul style="list-style-type: none"> ▪ General Support 	<p>Attendance at events outwith normal hours, including weekends, may be required occasionally. Toil is provided on these occasions.</p> <p>Attendance at training and networking events outwith Edinburgh and outwith normal working hours may be required</p> <p>Any other duties as outlined by Line Manager</p>



Person Specification

Attributes	Essential Requirements	Desirable Requirements
Education/Qualifications	A degree or equivalent professional experience demonstrating success in delivering a similar role to this post.	Business, IT or Administrator related qualifications
Experience	<p>Proven experience of having developed and implemented new demand-led office systems essential to the delivery of an effective fundraising or marketing programme.</p> <p>Extensive experience using and developing relational databases</p> <p>Advanced knowledge of Microsoft Office products – specifically Word, Excel, Access and Outlook</p> <p>Experience of project management with ability to organise, consult with colleagues, meet deadlines and prioritise work, on time and on budget</p> <p>Experience of quality control to ensure integrity of database.</p> <p>Extensive experience of managing contracts with external suppliers.</p> <p>Experience in managing staff, budgets and ability to write and implement strategic plans</p>	<p>A good overview of a successful alumni relations programme</p> <p>Producing high level reports</p> <p>Experience of working within the HE sector</p> <p>Extensive knowledge of Raiser's Edge CRM</p> <p>Experience of training end users on database and Microsoft Office suite</p> <p>Experience of supporting direct mail and customer relationship marketing</p> <p>Experience of administering a charitable trust and ensuring compliance with Charities Accounts (Scotland) and Trustee regulations</p>

<p>Skills/Personal Requirements</p>	<p>Strategic thinker, able to think flexibly, innovatively and analytically.</p> <p>Excellent oral, written and interpersonal skills, able to relate to and communicate with ease, to a wide range of audiences, able to interpret jargon into plain English when required.</p> <p>Excellent Data Management and IT skills</p> <p>Ability to manage time and resources effectively</p> <p>Leadership and management skills for building and motivating team</p> <p>Ability to represent the University both internally and externally</p>	<p>Good understanding of fundraising process, donor stewardship and relationship building</p>
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