<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Database and Gifts Officer</th>
<th>Department</th>
<th>Alumni Relations Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Alumni Manager (Life Members and Visiting Fellows)</td>
<td>No of staff reporting</td>
<td>0</td>
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</tbody>
</table>

**Overview of the role**

The Database and Gifts Officer will assist the development operation of a small, busy and friendly department. This will be delivered through the full utilisation of the database and performing other administrative duties and gift administration in support of the team’s alumni relations and fundraising activities.

**Key Duties and Responsibilities**

**Database**

- Maintaining the integrity of Clare Hall’s development database, Raiser’s Edge (RE). This will include importing and exporting data to/from RE with external organisations, managing and uploading current student and alumni data from the central University database (CamSIS), College publication returns, web updates and other sources, as well as sharing alumni data with the University Development Office as required.
- Developing processes for improving data quality, procedures for day-to-day use, and creating and maintaining a monthly and annual cycle of scheduled tasks for data management to ensure database accuracy (e.g. updates, ‘cleaning’ data held in the system, checking for data anomalies) and regular donor stewardship.
- Configuring sophisticated exports and reporting frameworks, manipulating data to provide detailed analysis in aid of the Annual Development Questionnaire (ADQ).
- Engaging in prospect research from a variety of sources and implementing prospect classification and capacity ratings.
- Producing prospect profiles for fundraising support and event briefings for the President and Alumni Manager as required.
- Devising and implementing strategies to identify key audiences for the range of activities managed by the Alumni Relations Office, including analysis of existing data and segmenting data in support of fundraising campaigns and mailings.
- Regularly updating news and biographical updates of Life Members on RE.
- Uploading event invitations to RE and using the database to produce information on those attending.
- Annual import of matriculants into database and updating status changes e.g. when graduated students, Research Fellows and Visiting Fellows become Life Members.
- Recording Life Member consent and communication preferences on RE.
- Preparing information such as lists of ‘lost members’, recent deaths and mailing data required for College publications.
- Researching replacement contact details for Life Members with whom the College has lost contact.
- Following surveys and consent gathering exercises, inputting the data gathered and identifying trends.
- Undertaking projects to repair gaps in data from archives and other sources, transferring pertinent information to the database.
- Safeguarding Clare Hall data, and keeping informed of the latest General Data Protection Regulation (GDPR) and Privacy in Electronic Communication Regulation (PECR) legislation and guidance issued by the Information Commissioner’s Office (ICO) through training. Disseminating key points to the team and implementing relevant changes to the current system in accordance with official timelines.
• Working with the Alumni Manager to ensure that the work of the Alumni Relations Office is fully compliant with all relevant regulations on data handling and that all work with external contractors (e.g. for the provision of data for large-scale mailings) meets internal and external compliance regulations.
• Liaising with Blackbaud/ Raiser’s Edge/NXT personnel and exploring advanced database capabilities to identify useful functions for the team.
• Overseeing the online giving functionality on the College website and RE, and helping to develop its future application.

**Gifts and administration**

• Recording receipt of all donations on RE and working closely with the College’s finance department to ensure that gifts are accurately recorded. That outstanding pledges are identified and figures are fully and accurately reconciled for reporting purposes.
• Liaising with the Cambridge University Development Office to exchange the information specified in the Memorandum of Understanding between the Colleges and the Development Office. Liaising with other Offices in the College(s) to transfer and update information, as required.
• Supporting the Alumni Manager in the delivery of a successful Life Member communications programme, such as formatting monthly digital e-newsletters and sporadic event circulars, in addition to traditional largescale mailings.
• Working with the Alumni Manager on the planning, organisation and delivery of a variety of Fundraising and Alumni events, including the practical delivery of events on the day which may include some evening and weekend work.
• Monitoring and responding to messages in the Office’s shared inboxes.
• Providing general administrative support in the Development Office, including producing letters and reports, the collection and despatch of post, mailings, scanning and filing, stationery orders etc.

**PLEASE NOTE:** the above is not an exhaustive list of duties. Other requirements may emerge as necessitated by changing roles within Clare Hall and its overall objectives. All employees are expected to work collaboratively to support the overall work of the College and undertake reasonable requests or duties commensurate with the post.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.