

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	FUNDRAISING DATABASE MANAGER
SALARY:	£39,000 - £40,000 per annum (FTE)
LOCATION:	Mill Hill, London NW7 4ST
CONTRACTED HOURS:	24 hours per week (inclusive of one hour paid meal break daily), 3 days a week.
RESPONSIBLE TO:	Head of Corporates and Trusts

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values: are very important to us and as a member of the Grief Encounter team, you will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.



We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures, with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

- Responsible for overseeing the administration and management of our fundraising CRM, e-Tapestry.
- Ensures database is optimised for data collection, reporting, and donor engagement.
- Works closely with the fundraising and finance teams to deliver actionable insights that drive the success of our campaigns.
- Trains and coaches staff in use of e-Tapestry.

MAIN DUTIES & RESPONSIBILITIES:

Database Management:

- Import, export, and update donor information ensuring compliance with data protection laws (GDPR) and internal retention procedures.
- Identify gaps within organisation policies, processes and procedures and implement changes. Upskills staff.
- Ensure all current fundraising team are trained to an appropriate level for their role in the use of e-Tapestry and that e-Tapestry. Training forms part of the induction for new fundraising staff.
- Explore and implement ways to run fundraising events through e-Tapestry, managing event registration, tracking donations, and engaging attendees.
- Leverage e-Tapestry's tools to track donor journeys, segment supporter data, and optimise donor pipelines, ensuring effective engagement and stewardship, ,
- Work with and support the Fundraising Administrator to ensure donations are accurately recorded on the system.

Reporting & Finance

- Collaborate with the finance team to ensure the accurate transfer of donation data for reconciliation and reporting.
- Generate regular and ad-hoc reports on fundraising activities, donor trends, and campaign performance for internal stakeholders.
- Provide insights and analysis to support fundraising strategies

Data Quality & Integrity

- Regularly review and clean the database to ensure data quality and prevent duplication.

- Work closely with Grief Encounter's Data Governance Manager as required, to ensure full compliance with data protection regulations (GDPR).

Other

- Uphold, safeguard and promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures.

PERSON SPECIFICATION

Qualifications

- Possesses qualifications or education that includes a high level of professional CRM or database management - or qualified by experience.

Skills & Experience

- Proven experience working with e-Tapestry or similar CRM systems, ideally in a fundraising context.
- Strong understanding of data management best practices, including data import/export, reporting, and data integrity.
- Experience in generating reports and analysing data to support decision-making.
- Strong attention to detail and ability to manage complex datasets.
- Ability to work independently and as part of a team, with excellent communication and problem-solving skills.
- A proactive approach to identifying opportunities for improvement within the database and fundraising operations.
- Knowledge of data protection regulations (GDPR) and best practices for handling sensitive information.

Desirable Skills:

- Familiarity with other fundraising platforms and tools.
- Strong Excel and analytical skills.

Personal qualities

- Able to work from our offices in Mill Hill at least 50% of contracted working hours (1-2 days per week).
- Able to actively listen, seek information, and ask questions to ensure the understanding of underlying concerns of others.

- Respectful, non-judgemental and empathic manner.
- A sense of responsibility and commitment to organisational excellence with integrity, honesty and professionalism.
- Demonstrates respect for confidentiality and boundaries.
- Resilient when dealing with sensitive topics and situations.
- Flexible, pro-active and open attitude to work.

REVIEW:

This job description will be reviewed as necessary to meet the needs of the charity on no less than an annual basis in consultation with the post holder.

This post is subject to pre-employment checks including a DBS check.