Job title	Data Management Officer	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Campaign & Alumni Relations Office	Location	Kings Meadow Campus and home-working

Purpose of role

You will be responsible, as part of the Data Management Team, for the proactive management of all alumni, volunteer and donor data.

In this role you will import data to ensure that information is up-to-date, easy to access and clear for end users in the relevant system (e.g. Raiser's Edge CRM). You will also select recipients and prepare data for a range of activities including events, emails and reports, to ensure the effectiveness of CARO in achieving its objective of increasing levels of advocacy, volunteering and philanthropic funding.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**Prepare and supply alumni data for CARO and university activity to ensure a positive audience experience** ▪ Collaborate with colleagues on a range of activities (e.g. alumni engagement communications, volunteer invitations, fundraising appeals, reporting) and identify data requirements (e.g. selection criteria, format, personalisation) ▪ Consider the audience experience and connection to other activities, highlight any issues and make recommendations ▪ Identify the correct recipients within the CRM (Raiser's Edge) and manage any manual selection processes (e.g. colleague nominations) ▪ Export data, check and carry out any cleaning or transformation (e.g. fill in missing fields, remove duplicates) ▪ Present data in the most appropriate format to support the type of activity	50%
2	**Ensuring alumni and supporter data is available and up to date** ▪ Acquire, manipulate, and import data from ongoing regular activity (e.g. online forms, volunteering applications, graduations) into Raiser's Edge. ▪ Work with colleagues to consider new data collection projects (e.g. event registration form) to consider what is being requested of the recipient (e.g. updating contact details or providing feedback), ensuring	30%

	these provide the appropriate level of detail whilst also meeting any regulatory requirements. ■ Develop and implement new import processes ■ Analyse data within Raiser's Edge to identify issues (e.g. missing addressee/salutations, incorrect Faculties matched to Schools). Plan and carry out corrections to the data, in consultation with colleagues. Consider the root cause of the issue and recommend steps to prevent this occurring in the future (e.g. changing data capture methods; implementing regular query checks) ■ Make continual improvements to ensure data is easy to access and clear, (e.g. reconfigure data to support change of process, remove data that is no longer needed)	
3	**Provide training, advice and troubleshooting support to colleagues** ■ Contribute to induction and training of colleagues ■ Install software and updates for new staff ■ Develop and maintain guidance documents ■ Troubleshoot problems, drawing on information from internal records, online advice, IT support and external support agencies as appropriate	10%
4	**Teamwork** ■ Advise and gain support of colleagues within CARO and across the University to contribute to effective management of alumni data. ■ As part of the Data Management Team, provide administrative cover during periods of colleague absence.	5%
5	**Networks** ■ Maintain and enhance personal knowledge, skills and networks by keeping abreast of best practice and key developments amongst peer universities and third sector organisations and share information with the rest of the team and CARO. ■ Network with colleagues across the University, in other higher education institutions and other sectors to share best practice and facilitate exchange of information.	3%
6	**Other Duties** ■ Use feedback from colleagues and external contacts to contribute to proposals for improvements to current working practices. ■ Other comparable duties as may be required at the request of your line manager and/or department director.	2%

Person specification

	Essential	Desirable
Skills	Ability to use Microsoft Excel to effectively manipulate large data sets. Ability to use technical skills to improve a data system (e.g. a CRM database). Ability to clearly explain and discuss data management projects to both a technical and non-technical audience. Ability to work on own initiative and identify new opportunities and creative solutions. Well-developed written and verbal communication skills and interpersonal skills. Ability to manage a diverse and varied workload. Keen attention to detail	Interest in learning about new data systems. Desire to continually improve current ways of working.
Knowledge and experience	Experience of data management and/or working in a similar role. Experience of working independently and dealing with unforeseen problems and circumstances, by taking decisions and thinking creatively. Experience of working with large datasets and preparing or transforming data.	Experience of working in a higher education or charity environment. Experience of using the Raiser's Edge database. Experience with SQL, Alteryx, and/or API connections.
Qualifications, certification and training (relevant to role)	HNC or HND in a relevant subject, or equivalent qualifications, plus considerable experience in a relevant role. OR Broad substantial relevant experience.	
Statutory, legal or special requirements	Knowledge or experience of handling sensitive data and an understanding of UK Data Protection legislation.	

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people

Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership

Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

Forward thinking

Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride

Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive

Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

Line manager
Data Manager

Role holder
Data Management Officer

Key stakeholder relationships
Colleagues

Alumni, Donors & Volunteers