Job Description

Data Officer

Job Title: Data Officer
Accountable to: Director of Development and Alumni Relations
Liaison with: Students, Staff, Donors, Alumni Body

Overview of the role

The Data Officer has responsibility over the day to day management of our alumni database, Raiser’s Edge (RE). RE is central to our fundraising operation and is a valuable resource in the College as a whole. Working closely with the Head of Development Operations, the Data Officer plays a central role in ensuring that:

- data is up-to-date, clean and well-structured;
- requests for data are responded to in a timely manner, that reporting and metric gathering proceeds smoothly;
- the database interfaces well with other information systems in use in the College;
- office Policies and Procedures remain compliant with data protection legislation, and
- colleagues across the College are well-informed concerning changes and are provided with high-quality training materials.

Strong IT skills, exceptional organization and prior experience with databases are essential for this role.

Main Duties and Responsibilities

Data Management

- Lead on data management with respects to RE.
- Maintain the system of exports and queries effectively, essential to using the data stored within RE. Play an active part in pro-actively improving the data management pipe-line.
- Import third-party data into RE without fault and in a timely fashion whether using RE’s import tool or third-party tools such as Importacular. Ensure that this data is well-coded and structured, and that import processes are efficient.
- Process in a timely fashion new and updated data including, but not limited to, new student data, uploads of media files, alumni communications and mailing data.
- Manage configuration settings for RE effectively, and define and evaluate RE user groups. Ensure that RE is configured correctly for use with NXT.
- Coordinate with the Development Coordinator and the Donor Relations Officer to ensure that the gift processing pipe-line accords with agreed and effective policies and procedures.
- Ensure that RE is properly configured and that data is properly coded and maintained for
other data management pipe-lines in the office, including, but not limited to, the production of profiles for fundraisers and the senior team, the production of letters of thanks for alumni donations, prospect research activities, and other advanced data analysis tasks.

- Monitor the Database Inbox, a central repository for database administration requests for the College as a whole. Ensure that requests are responded to effectively and on time.

**Data Monitoring and Quality**

- With oversight from the Head of Development Operations, carry out and maintain the office’s reporting system, ensuring up-to-date and high-quality insights and intelligence are delivered to the Development Director, fundraising team and others. Keep track of key fundraising and data metrics.
- Play a key role in ensuring that data on RE is kept clean and well structured. Maintain existing processes for data cleansing and suggest new ones where necessary: play a pro-active role in managing data coding and cleaning.
- Take the lead in managing the office’s collection of office and database Policies and Procedures.
- Provide and manage training for individuals new to the office, developing a pack of training material to quickly and effectively on-board new starters to use of RE.
- Provide guidance and details with respects to any changes made to RE or RE NXT to colleagues within the Development Office and the College more generally.

**Alumni Giving Website and Payment Systems**

- Manage NetCommunity and the alumni giving pages effectively, ensuring a smooth experience for individuals giving to the College online.
- Reconcile receipts from gifts entered through NetCommunity with Treasury Office receipts.
- Export Direct Debits and Gift Aid for processing by the College Treasury and the Head of Development Operations.

**Procurement and Compliance**

- Ensure our Policies and Procedures are in line with GDPR and other data security regulations.
- In concert with our IT team, act as the GDPR expert for the office, conducting Data Impact Assessments for new activity and managing the dissemination of our Privacy Forms and other data security forms.
- Monitor changes to RE and RE NXT and inform the office when such changes are relevant.

**Other**

- Represent the Operations Team and Univ’s alumni database within the College, but also within the wider Oxford community.
- Maintain productive relationships with external stakeholders where necessary, especially points of contact at Blackbaud, Inc.
- Respond professionally and in a timely fashion to queries from alumni directed towards the College’s alumni database system.

This list includes the principal responsibilities of the role but is not exhaustive. Other relevant duties may be specified by the Head of Development Operations from time to time.
Person Specification

Qualities and Experience:

Essential

- Educated to a degree level or equivalent professional experience.
- Strong experience maintaining and managing information on a relational database, preferably a CRM database.
- Proven record in organising and managing a diverse data-related workload with competing priorities and deadlines.
- Exceptional IT skills, particularly with respects to Microsoft Excel and Word.
- Numerate and confident in handling complex financial data.
- High level of accuracy and attention to detail.
- Good interpersonal skills and able to work flexibly as part of a team.
- Demonstrate professionalism, tact and discretion in handling confidential information.
- Clear Understanding of GDPR and its compliance requirements.
- Able to work independently and under pressure.

Desirable

- Experience of working for an educational institution or educational consultancy.
- Understanding of fund-raising or alumni relations work in an academic environment, preferably familiar with Oxford and the collegiate system.
- Interest and belief in the importance of Higher Education.
- Knowledge of Raiser’s Edge (Blackbaud).
- Knowledge of advanced reporting procedures, whether in Microsoft Excel or another tool (PowerBI, Tableau, etc.)
- Strong interest in personal technical development with respects to database tools and analytics.