



The Mental Health Service for our Community

Job description

Job title	Supporter Database Coordinator
Contract	Permanent
Hours	up to 37.5 hours per week
Salary	£30-35k p.a. commensurate with qualifications and experience
Service setting	Edgware

Organisation

Jami is a mental health charity committed to providing practical and emotional support to the Jewish community, delivering services that educate, support and facilitate recovery.

Jami help people with mental illness build resilience, achieve their goals and have control over their life through Community Hubs and outreach; education and training; and bespoke recovery support plans.

Jami currently:

- Supports around 1,300 service users at any one time living with mental ill health
- Delivers approximately 27,000 separate provisions of service annually
- Operates programmes from four Community Hubs and two Enterprise Hubs across London
- Reaches thousands more people each year through education, seminars, work in schools and other organisations, and through our social enterprises.

Job purpose

As part of the Fundraising and Marketing team, the Supporter Database Coordinator is responsible for accurate and timely recording of communications, income, financial and personal information resulting from interaction with our supporters.

You will proactively lead on data management at all giving levels within the Fundraising and Marketing team, have excellent customer service and communication skills, experience with a customer relationship management (CRM) database - ideally Raiser's Edge NXT, and a good understanding of GDPR.

Responsibilities

Income

- Record, analyse and acknowledge income received from multiple sources according to procedures and within agreed service levels.
- Process credit cards and prepare banking and charity voucher claims to maximise cash flow. Ensure regular charity voucher submission and (weekly) banking of cheques.
- Process Gift Aid declarations received, proactively follow up donors who may be able to provide declarations to maximise income and submit quarterly Gift Aid claims through Raiser's Edge.
- Work with the finance team to manage gift administration, reconciliation, run reports and queries.

Communications

- Interact with supporters, volunteers and donors to enhance their experience of the organisation.
- Prepare acknowledgement, redemption and other enquiry letters in accordance with agreed procedures and timeframes.
- Report on KPIs and analysis of activity and income to provide valuable and actionable learning from our fundraising and marketing activities.
- Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.

Database Management

- Support staff with database queries and identify opportunities for Raiser's Edge training and improvement.
- Advise on and help fulfil data extraction and segmentation requests to communicate with different supporter groups.
- Create and maintain a process manual for Jami staff usage of Raiser's Edge for key actions and ensure adherence to processes to maintain consistency of data.
- Regularly undertake data cleaning to ensure our information is up to date with Telephone Preference Service, Fundraising Preference Service and other relevant data sources.
- Maintain an up to date knowledge of fundraising regulations regarding consent to share information, Gift Aid submissions and record keeping.

Key relationships

- Finance and Operations team
- Fundraising and Marketing team

Essential Knowledge and Experience

- Good knowledge of processing income from a variety of sources
- Above average knowledge of donor databases and data entry processing
- Good level of understanding of the relationship between donor and financial database
- Significant experience in using Excel spreadsheets
- Ability to interpret and analyse data with strong numeracy skills
- Expertise in dealing with supporters/customers on the phone, face-to-face and by email
- Experience working with a finance team and of financial processes including gift administration, reconciliation and running reports and queries
- Experience of working within a Fundraising/Marketing environment
- Significant knowledge and experience in information and contact management systems, ideally Raiser's Edge NXT (Fluent users of Raiser's Edge will be prioritised for interview)
- Understanding of the supporter journey and the importance of donor care
- Attention to detail and the ability to work under pressure, with a solution-based approach and focus to work
- Strong written and verbal communication skills
- Willingness to be an active member of the Fundraising and Marketing and wider Jami team.

Desirable Experience

- Experience and knowledge of the Jewish community
- Ability to work under pressure and in a complex and changing environment
- Good IT skills

Flexibility

To deliver services effectively, a degree of flexibility is needed and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details please contact **Liz Jessel** on 020 8458 2223 or email **liz.jessel@jamiuk.org**.

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org.
Closing date for applications **9th December 2019**.