

Job Description

Role:	Database & Research Assistant
Reporting to:	Development Manager
Department:	Development
Date:	February 2018

Purpose of the role

To be responsible for processing, maintaining and analysing the data held by the Development Office at Merchant Taylors' Schools, to help us to engage with our alumni community and raise funds for the Schools.

This job description reflects the core activities of the role and is subject to change as the department and the postholder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

Key Responsibilities:

- To provide the Development Office with general administrative support.
- Maintain the Database in a high quality professional manner as befits a leading alumni relations and development office, and in line with current data protection laws.
- Ensure the Schools remain compliant with the General Data Protection Regulation (GDPR) by maintaining communication preferences and recording changes of personal information.
- Import new data such as information gathered from pupils before they leave the School.
- To assist the Development team in processing and distributing standard alumni and donor communications, for example thank you and Stewardship letters.
- To record and acknowledge all incoming donations
- To process all data coming into the MTS Development Office, including creating new contacts on our systems and updating contact details as appropriate.
- To ensure that all contact preferences are recorded, evidenced and actioned in line with data protection law/GDPR.
- To be the sole point of contact for all information and related enquiries/visits from all former pupils and the Old Boys' and Old Girls' Associations.
- To support the gathering and recording of additional data to support MTS, for example Careers information, or hobbies and interests, to allow us to target events and communications appropriately.
- To produce reports and datasets for MTS as required, to include:
 - Donations received.
 - Event bookings, responses and attendance.
 - Statistics and reports to demonstrate donations and alumni engagement against agreed targets.
- To prepare and fulfil both postal and email communications undertaken by the Development office, for example the distribution of Merchants' Tales or a direct mail.
- To work with the Development Manager to identify potential fundraising prospects for cultivation, with a view to increasing donations to the Schools.
- From time to time, help at alumni events when required.

This role will report weekly to the Development Manager, and will work closely with:

- Alumni Relations Officer
- Marketing Officer
- Old Boys'/Old Girls' Associations
- Senior Executive team

Skills & Knowledge Required:

Qualifications, Education & Training - Essential

- A good general level of education (GCSE in English and Mathematics)
- Confident in the use of IT systems and databases

Desirable

Degree in (or studying towards) social research, data analytics, data science, or equivalent.

Knowledge & Experience - Essential

- Demonstrable knowledge of databases and data input
 - Experience of working in an office environment
 - Proficient user of MS Office
 - Experience of producing reports
 - Proven experience of office administration
- Ability to undertake independent research

Desirable

- Previous knowledge of ThankQ or a similar fundraising database.
- Experience of Mailchimp or other mass email platforms

Skills & Abilities - Essential

- Well-developed organisational and office administration skills
- An eye for detail, precision and accuracy in handling data
- An interest in technology and willingness to learn
- An interest in research
- The ability to present well and demonstrate confidence in dealing with visitors, parents and pupils.
- Diplomatic, with the ability to deal with confidential matters discreetly
- Able to juggle multiple priorities and work quickly and calmly, sometimes with minimal supervision

Personal Attributes

- Highly personable with an excellent telephone manner
- Pro-active and resilient, with a can-do attitude