Database Officer
Candidate Information Pack
May 2021
The Alumni & Development Office

The Alumni & Development Office at Queens’ College is responsible for fundraising and alumni and supporter engagement.

The office is situated centrally in College, with scenic views of the river Cam, the famous Mathematical Bridge and buildings dating as far back as 1448.

Our department is responsible for raising regular and major philanthropic gifts both from alumni and non-alumni, as well as fostering lifelong relationships between the College, its alumni and supporters, ensuring that the global community of more than 13,000 alumni is informed about new developments in College and actively engaged with its aims.

We work collaboratively with Cambridge in America (CAm) and the Cambridge University Development & Alumni Relations Office (CUDAR) in order to maximise philanthropic opportunities for Queens’.

Ongoing support and training for development professionals is often provided by the Cambridge Colleges Development Group (CCDG).

Our Mission

Our mission is to increase alumni engagement and to support the College in delivering its strategic aims by ensuring that the financial resources required to realise these are made available through philanthropy and increased donor participation.

Our fundraising aims to support student bursaries, Fellowships, the general costs of delivering first class education in a historic setting, and to increase our endowment, upon which we largely depend.

About us

Queens’ has one of the most successful development programmes in Collegiate Cambridge and it is therefore expanding its Alumni & Development Office team. The Alumni & Development office is a dynamic, progressive and stimulating place to work. It is immersed in the life of the College and has regular interactions with other departments, Fellows and students. Our team has a strong work ethic and a keen understanding of the importance of innovative and collaborative working practices.

The department’s success is based on the collective efforts of its staff under the direction of the Head of Department and the Development Director. We encourage different perspectives and invest in our team. We are proud to work for one of the most well-known, diverse and widely respected colleges in Cambridge. Our team plays a particularly important part in upholding the College’s good reputation in all our interactions with its members.
Role Summary

The main purpose of this role is to support the Department’s efforts to maximise its knowledge of its prospects, alumni and friends by enhancing and maintaining the accuracy and integrity of the database. Working closely with all of the Alumni & Development Office staff, this role will lead directly to increasing our ability to conduct successful face-to-face and digital fundraising campaigns, build relations with major prospects, organise events and lead directly to increased and more sustained giving and alumni engagement. The role holder will report to the Head of Department and Development Director.

This is an exciting role within a dynamic office and requires good numeracy and excellent IT skills, meticulous attention to detail and accuracy. Detailed knowledge of the Raiser’s Edge database system is a distinct advantage but training can be provided. Being organised, having excellent inter-personal and communication skills, embracing routine aspects of the position, and the ability to work independently and as part of a team are all important aspects of the role.

Team Chart

Alumni & Development Office, Queens’ College
Job Description

Key duties and responsibilities:

Database Management:

- Maintenance of the College fundraising database to a high level to ensure that fundraisers have accurate and useful information for their meetings.
- Accurate and efficient recording and constant updating of members’ details
- To transfer pertinent information from alumni files to the database
- Manage any database issues, liaising with IT/Raiser’s Edge/NXT personnel when necessary
- Annual import of matriculants’ and other groups’ details into database
- Implement and update database protocols to ensure data entry consistency and communicate best practice to other team members

Other:

- Assist the Research Manager with prospect research and finding information on members with whom the College has lost contact
- To assist, if necessary, with any events, projects and/or campaigns undertaken by the Development Office
- To undertake any other duties and responsibilities appropriate with the post as directed by the Development Director and Head of Department.
Person Specification

Qualifications, Skills and Experience

**Essential:**

- Well-educated, preferably to degree level, or equivalent
- Detailed knowledge of Raiser’s Edge database system is a distinct advantage but can be trained on this
- Good numeracy skills and meticulous attention to detail and accuracy
- Ability to maintain up to date knowledge of current fundraising practices, as relevant
- Excellent inter-personal and communication skills, with the ability to liaise effectively with people at all levels, ages and of varying backgrounds
- An organised person with a willingness to embrace routine aspects of the position
- Excellent computer skills including Word, Excel, Email and Databases
- Ability to work independently and as part of a team; to assist other team members as required

**Desirable:**

- A knowledge of UK University fundraising and alumni relations
- Knowledge and understanding of tax-efficient giving, legacy fundraising, gift aid, bequests and gift management
- Experience of working in a college, university or charitable organisation
- Knowledge of GDPR
Remuneration and Benefits

Hours of work:
Part time hours (0.5 FTE, 18 hours per week, ideally Monday to Friday, but can be flexible). There may be a requirement to work additional hours according to the needs of the business; this may include attendance at events (evenings and weekends) for which time off in lieu (TOIL) will be given.

Salary:
£22,016 to £25,511 pro rata per annum depending on skills & experience. This is a three-year fixed term position.

Pension:
Membership of the College contributory, final salary pension scheme after a qualifying period.

Holiday:
26 days per annum plus public holidays (pro rata if working less than five days per week)

Other Benefits Currently Offered:
• One free meal per day is offered during working hours (when College kitchens are open)
• Free annual health checks
• Free access to Physiotherapist
• Subsidised sports and social events
• Various sporting facilities
• Access to University Card which offers subsidised travel on U bus between Madingley Road Park and Ride and College
• Discounted membership of dental care and medical insurance schemes available
• After qualifying periods, length of service award and additional holiday entitlement