



JOB DESCRIPTION

Job Title:	Database and Donor Research Officer
Department / Unit:	External Relationships, Marketing and Communications
Job type	Professional services
Grade:	6
Accountable to:	Development Operations Manager
Accountable for:	n/a
Purpose of the Post	
The Database and Donor Research Officer is responsible for the management and enhancement of alumni and supporter data within the Development and Alumni Relations Office.	
Key Tasks	
<p>Database</p> <ul style="list-style-type: none"> • Taking responsibility for the overall quality and accuracy of data held on the Raiser's Edge database; • Implementing a plan to improve the quantity and quality of data; • Developing and running queries and reports and analysing data; • Setting up and processing gifts from donors, including management of Gift Aid claim; • Proactive in identifying and implementing new systems and processes to enable the work of the office to be carried out with ever greater efficiency and effectiveness, with the support of the Operations Manager; • Developing and delivering training for other staff within the Office and assisting with queries as they arise; • Supporting database users by coordinating installations, setting appropriate permissions and updating the templates on a regular basis; • Developing, documenting and maintaining written procedures relating to routine database activities; • Ensuring compliance with relevant University policies and procedures; • Taking the role of Raiser's edge Super User and participating on Raiser's edge user committees and steering groups when required. 	
<p>Donor Research</p> <ul style="list-style-type: none"> • Implementing and managing a comprehensive programme of research on potential donors to the College, in collaboration with other members of the team. This will 	

require the analysis of existing data and the use of a wide variety of information sources;

- Updating and managing potential donor information and developing and generating reports;
- Researching prospects both in the UK and overseas producing detailed research profiles compiling comprehensive background information on each in order to meet strategic needs and in accordance with the Data Protection Act;
- Producing brief notes on prospects and alumni attending fundraising dinners and alumni events;
- Maintaining information on the database and shared drive, and updating confidential records where necessary in accordance with the Data Protection Act.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Schools
- Strategic Planning
- Finance
- Academic Services