

Person Specification – Database and Fundraising Officer

Essential	Desirable	
Qualifications		
A relevant professional qualification at SCQF level 8 or equivalent knowledge acquired by other means.		Application form
Experience		
Significant experience of delivering customer service to a high standard	Working in a fundraising administrative role	Application form
Experience of managing department CRM system – including production of detailed management information and intelligence	Experience in Raiser’s Edge	Application form/interview
Importing, exporting and handling complex and sensitive donor or customer data		Application form/interview
Skills		
Excellent IT skills (Word, Excel, PowerPoint, Outlook, Raiser’s Edge, Mailchimp) with data analysis and management reporting skills		
High level of accuracy and numeracy as cash reconciliation is a key part of this role		Interview
Organisational and administrative skills with ability to work with a wide range of colleagues and donors across an organisation		Interview

Positive “can do” attitude, committed and able to get things done, find solutions to issues that may arise and improve existing processes		Interview
Excellent eye for detail and experience of handling data		Interview
Ability to:		
Communicate effectively (verbal and written communications) with a variety of audiences		Interview/task
Plan and manage tasks through to implementation and evaluation		Interview
Work as a support member of the team in addition to individual duties and priorities		Interview/task
Produce high quality work to deadlines		Interview