

JOB DESCRIPTION

Role: Database Assistant

Department: Development and Alumni Relations Office

Grade: 4

Responsible to: Database Manager

Background

Established in 1837, the Royal College of Art is the world's pre-eminent art and design university. The College is home to some 2,100 students from more than 65 countries, pursuing a range of post-graduate courses and fields of doctoral research.

In the near future, the RCA is planning its first fully comprehensive philanthropic fundraising Campaign, to create a unified new campus in Battersea and to fully support its students, academic staff and long term vision. In readiness for this exciting new chapter in the RCA's 180-year history, the Development and Alumni Relations team are expanding in a number of key strategic areas creating several rare opportunities to join a dynamic team at one of the most unique, inspirational and influential art and design institutions in the world.

Job Summary

The Database Assistant is responsible for the accurate and timely recording of Student and Alumni data in the RCA's database, Raiser's Edge, working with the Head of Operations to capture, import and export accurate and crucial data for the RCA, supporting and facilitating the work of the Development Department whilst providing general support for the wider users at the institution.

Key Responsibilities

- Input, import, query and export data into and from the Raisers Edge in a timely and accurate manner.
- Monitor financial gifts and process on Raisers Edge and facilitating appropriate thanking and stewardship.
- Review and update records on a regular basis to ensure accuracy and integrity of data.
- Coordinate routine database enquiries day to day.
- Assist the Database Manager to develop and execute the Raisers Edge training and development programme for users around the RCA.
- Assist the Database Manager to develop systems and procedures working towards the fulfilment of the strategic plan.
- Process philanthropic gifts and gift aid, in liaison with the Finance department.
- Reconcile gift income between Raisers' Edge database and Aggresso finance system, in line with agreed procedures and working closely with the Finance team.
- Working with the Database Manager, implement standards and procedures for Raisers' Edge database.
- Maintain confidentiality and meet Data Protection and any other relevant statutory requirements.
- Carry out any other duties as requested by the Database Manager commensurate with the nature and grade of the post. The nature of this post means that some unforeseen demands may be required of this post.

Person Specification

Essential characteristics of the postholder:

- Educated to 'A' level or equivalent experience
- Relevant experience in data and data management including maintaining records, responding to queries and providing reports
- Administrative experience of working in a busy, customer-focused environment with the ability to act with tact and sensitivity
- Excellent attention to detail and ability to maintain accuracy while working under pressure and to multiple / conflicting deadlines
- Knowledge of standards for managing and protecting information, including information privacy, security and data protection principles
- Experience of using a Customer Relationship Management (CRM) database, preferably Raiser's Edge
- Ability to communicate well and with confidence to a wide range of people both verbally and in writing
- Proficiency in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office or Google for work and the internet
- The ability to use initiative, multi-task and work as part of a team

- Excellent organisational skills

Desirable characteristics of the postholder:

- Experience of working in Higher Education
- Experience of working in alumni relations/ fundraising
- Experience of data analysis and report production
- A demonstrable interest and enthusiasm for contemporary art, design and culture

Additional Information

- Salary: £23,573 - £26,141 per annum inclusive of London Allowance
- Normal hours will total 35 hours per week, Monday to Friday, 9.30am and 5.30pm with an hour each day for lunch and with built-in flexibility to adjust the working hours (with notice) to meet work needs.
- 25 days annual leave plus extended breaks at Christmas and Easter.
- Contributory defined benefit pension scheme and season ticket loan.
- The College has a policy which prohibits smoking in all areas of the College.

PAY & BENEFITS

Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 16% of your salary while you pay 6%.

Holiday

5 weeks' (25 days) paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year: one day either side of Easter; and the remainder between Christmas and New Year. Part-time staff will be entitled to the pro rata equivalent.

Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

Enhanced paternity pay

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

Enhanced sick pay

Occupational sick pay after six months' service is three months' full pay/three months' half pay.

24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

Cycle to Work Scheme

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.

Childcare Vouchers

The Royal College of Art enables staff to purchase childcare vouchers, through its partner Edenred, as a salary sacrifice scheme.

Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependent/spouse is payable should you die whilst in employment.

Library

All staff are welcome to join the college library.

Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.