



Royal College of Art

Postgraduate Art and Design

ROYAL COLLEGE OF ART

JOB DESCRIPTION

Role: Database Manager

Department: Development

Grade: 8

Responsible to: Deputy Director of Development

Background:

The Royal College of Art is the UK's only entirely postgraduate university of art and design, dedicated to teaching, research and knowledge exchange with industry. The College's 1967 Royal Charter specifies that the College's purpose is "to advance learning, knowledge and professional competence particularly in the field of the fine arts... through teaching, research and collaboration with industry and commerce". Fifty years on, the College remains in the vanguard of creative enquiry, with around 2,000 students from 65 countries registered for MA, MRes, MPhil and PhD degrees. Applications are strong, and the College's strategy sets out an ambitious plan both to increase student places to 3,000 by 2020 and to launch new programmes underpinned by its world-class research.

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 history, the Development and Alumni Relations team are expanding in a number of key strategic areas, and 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 Manager will lead the database, gift administration, and financial monitoring functions of the department of Development & Alumni Relations. They will be responsible for the management of the Raiser's Edge fundraising database across the College, and the associated information and systems, and use data to identify, analyse and interpret trends and patterns.

The Database Manager is responsible for the development of Raiser's Edge procedures and the planning and execution of RCA Raiser's Edge training as required. The Database Manager has primary responsibility for data integrity, and will work closely with the team to ensure compliance with current and future data protection laws (GDPR) in regards to data management.

The post-holder will also be responsible for the execution of various requests to proactively assist users in determining the most efficient ways to utilise the Raiser's Edge. The post-holder will be expected to regularly review database and data reporting processes, and implement continuous improvements to deliver a robust and efficient



Royal College of Art

Postgraduate Art and Design

service.

The post holder will also work closely with the Director of Development and Finance Department to undertake all administrative tasks relating to the RCA USA Inc 501c3 and the transfer of funds to the main RCA account in the UK.

The Database Manager reports to the Deputy Director of Development, and is an integral part of the Development and Alumni Relations team. The position also works closely with other members of the Royal College of Art staff responsible for data management including, but not limited to, Finance, Registry and School General Managers.

Key Responsibilities

- Manage the Raiser's Edge fundraising database across the College, and the associated information and systems.
- Develop and deliver training to College staff to ensure correct use of Raiser's Edge and to regularly mentor all College Raiser's Edge users as the primary liaison between Development, Finance, Registry, Student Services, Vice-Chancellor's office and Academic Departments, Research Office, and all other users, to resolve problems and ensure collaboration.
- Liaise with IT Services, and Raiser's Edge provider, Blackbaud, to ensure service continuity and incident resolution, and to manage database upgrades in a timely manner with minimal end-user disruption.
- Manage Raiser's Edge user account/role set up and control, ensuring all users have appropriate access to functionality within the system to fulfil their role.
- Periodically analyse data (sets) to identify and interpret information such as giving trends across periods of time and individual donor patterns, to advise front-line fundraisers on pipeline development.
- Ensure that the team's use of the database is improved, developed and responsive to the needs of the College as it embarks on its first fully comprehensive philanthropic campaign. This will include advising on new ways to report, record, flag and segment data sets; revise and improve practices through process mapping; liaise with consultants periodically; and attend sector conferences on current best practice etc.
- Develop standards, processes and conventions for Raiser's Edge data and database use across the College, and enforce database integrity and quality control across the College including planning and implementing a data cleansing strategy. This will also include working closely with the team to ensure our practices of segmenting, sharing, keeping and disposing of data adhere to GDPR laws.
- Manage the processing of all gifts, pledges, and scholarships ensuring the transfer of all data to and from the database, and regularly monitoring, reporting and evaluating the data to deliver proactive information to the Director of Development and other senior fundraisers.



Royal College of Art

Postgraduate Art and Design

- Manage operational relations with Finance, Registry, academic schools, and other relevant departments.
- To liaise with colleagues working directly with the Board of RCA USA Inc, and the College's agents in the US to ensure all gifts directed through the US are handled appropriately.
- Produce year-end reporting and monthly financial reports for the Director of Development and Alumni Relations and Finance.
- Work closely with the Annual Giving Associate to oversee the Direct Debit process, ensuring the timely recording of income on Raiser's edge and ensuring compliance with BACS regulations and timely recording of income
- Produce year end reporting and monthly financial reports about income for Finance/the Vice-Chancellor's Group
- Be responsible for the management of the Gift Aid process, ensuring compliance with Gift Aid regulations, correct storage of declarations, and regular creation of the R68 form for claiming Gift Aid income
- Ensure compliance with current data policies and procedures to support successful fundraising and constituent engagement practices. This will include adherence to current (and future) data Protection laws (GDPR).

The work of the Development & Alumni Relations Office covers a wide range of activities and priorities will inevitably change from day to day. All staff operate as a team, and, while each has his or her own responsibilities, they are expected to assist each other in peak periods. The post holder will need to become conversant with the College as a whole and especially with the key academic staff and volunteers.

PERSON SPECIFICATION

PART ONE - Knowledge and experience

Essential:

- Educated to degree level or equivalent
- Substantial experience in information management and data manipulation.
- Substantial experience in statistical analysis including financial and marketing reports.
- Knowledge at System Administrator level of the Raiser's Edge database.
- Experience/knowledge of fundraising and marketing processes and principles.

Desirable:

- An interest in Higher Education and in particular an understanding of the Royal College of Art, and its goals in teaching and research



Royal College of Art

Postgraduate Art and Design

- Experience of working with online giving facilities
- Knowledge of UK and US charitable giving and tax law as it applies to individual giving

PART TWO - Skills and abilities

Essential:

- Proven organisational skills with an ability to prioritise and manage multiple tasks and variety of demands
- Proven project management skills and a methodical and organised approach
- A high level of literacy and numeracy, and communication skills both written and oral.
- Excellent IT skills, particularly spreadsheets, customer relationship management / donor databases, reporting tools, and financial packages.
- Ability to maintain confidentiality, to be responsible for important information, and comply with Data Protection legislation at all times

Additional Information

- Salary working 35 hours per week: £40,290 - £43,796 per annum inclusive of London Allowance
- Normal hours will total 35 hours per week, over five days, with an hour each day for lunch.
- 25 days annual leave plus extended breaks at Christmas and Easter
- A contributory defined benefit pension scheme and interest free season ticket loan are available.

February 2018



Royal College of Art

Postgraduate Art and Design

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.



Royal College of Art

Postgraduate Art and Design

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.

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.