



# **Job Description**

Job Title: Data Services Administrator

Responsible to: Fundraising CRM, Compliance and Reporting Manager and Deputy DPO

### **Job Purpose:**

To provide administrative support to the Data Services team to a high standard and in a timely manner.

### **Main Duties:**

- > To provide administrative support to the Data Services Team.
- > To work flexibly within the team, to retain the integrity of support within the team.
- > Use of the Data Ticket System (ServoDesk) to assign and manage tickets.
- > Maintain the starter and leavers process
- > Conduct regular duplicate record audits within the CRM system (Donorfy).
- > Data input to maintain up-to-date supporter records.
- > Review and correct data anomalies or errors to maintain accuracy.
- > Ensure that all practices are in line with GDPR and Acorns Policies.
- > Ensure messages are passed on appropriately and in a timely fashion.
- > To cover for colleagues' absence as appropriate

#### **Other Duties:**

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues
- > To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



# **Person Specification: Data Services Administrator**

	Essential	Desirable
Qualifications	> GCSE English and Maths level C or above or equivalent	> Relevant secretarial/administrative qualifications eg RSA/Pitman or NVQ Level 2 or equivalent
Experience	<ul><li>Experience of Microsoft Excel.</li><li>Experience of working in a multi-disciplinary team.</li></ul>	<ul><li>System helpdesk experience.</li><li>Experience of Microsoft Office Suite.</li></ul>
Skills and Ability	<ul> <li>High levels of accuracy &amp; attention to detail.</li> <li>Excellent communication skills.</li> <li>Ability to work autonomously, prioritise work, multi-task, work under pressure and to take responsibility for their work.</li> <li>Self-motivated, self-sufficient and able to manage stress.</li> <li>Awareness of GDPR and data protection.</li> <li>Ability to work as part of a team as well as on own initiative.</li> <li>Flexibility.</li> </ul>	> Awareness of Safeguarding
Training	<ul> <li>Ability and willingness to take up learning and development opportunities</li> </ul>	
Other	<ul><li>Commitment and understanding of equal opportunities.</li><li>Willing and able to travel.</li></ul>	> Ability to travel independently across the Acorns region.
Behaviours	<ul> <li>Will challenge the status quo</li> <li>Positive, enthusiastic approach &amp; can-do attitude</li> <li>Curious, always seeking to understand and improve experience of customers</li> <li>Open to change and continuous improvement</li> <li>Innovative mindset and passionate about learning</li> <li>Commitment to the Acorns strategy &amp; its success</li> </ul>	







## **Terms and Conditions of Employment**

Job Title: Data Services Administrator

9-month fixed term contract

Responsible To: Fundraising CRM, Compliance and Reporting Manager and

**Deputy DPO** 

Location: Nearest Acorns Hospice (Walsall, Birmingham or Worcester) with

remote working

Salary: £24,570 to £25,150 per annum (pro rata)

Notice: 8 weeks

Hours: 25 hours per week

Holidays: 27 days plus statutory bank holidays (pro rata)

Pension: Contribution to Group Personal Pension Plan or NHS Pension

Scheme (if already in scheme)

Life Assurance: Acorns Group Life Assurance Scheme or NHS Pension Scheme

Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

