



Bicton Heath, Shrewsbury, SY3 8HS

Re : Data Co-ordinator- Telford

This application pack contains the following information regarding the above-mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **5th July**.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Lewis
HR Manager

Severn Hospice

Data Co-ordinator- Telford

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Not applicable

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The salary for this post is **£21,000 per annum**.

Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

37 ½ hours per week including some evenings and weekends

7. HOLIDAY

Full time holiday entitlement is 262 ½ hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice's Equality and Diversity Policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
------------	--	-----------	--	--------------------------	--

ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender	
				Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual	
Prefer not to say							

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above



Signature:	Date:
------------	-------



Job Description

Post Title:	Data Co-Ordinator
Salary:	£21,000
Hours:	Full time 37.5hrs
Location:	Severn Hospice Apley site
Reports to:	Donor Development Manager

Purpose of the role:

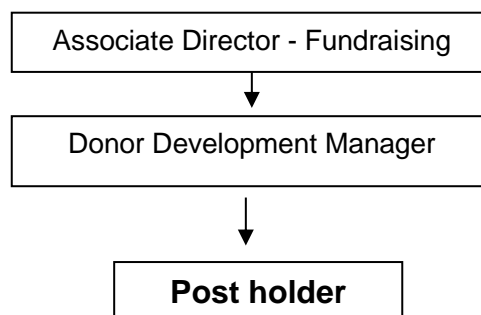
Our Database Co-Ordinator is tasked with ensuring the data contained within our supporter database is accurate and in line with the Data Protection Act/General Data Protection Regulation (GDPR).

You will be required to carry out day-to-day activities on our system, thankQ, which will underpin our income generating activities and supporter relationships.

A key part of the role will be providing support to the Donor Development Manager and assisting others by ensuring accurate data is available for reports, mailing files, and analysis.

We are looking for a detail driven person with strong IT and database skills and a thorough understanding of data security. With previous experience of working in CRM and database admin, you will be a good team player, supporting the whole income generation team in your day-to-day activities.

Organisation Position



PRINCIPAL RESPONSIBILITIES

- The post holder will be responsible for ensuring the fundraising CRM database (thankQ) is up to date and all data is accurate and updated in line with the Data Protection Act 2018. They will work alongside and support the Donor Development Manager and wider Income Generation team.

- Support the Donor Development Manager to ensure we maximise database functionality and efficiency.
- Complete day to day tasks as requested by the Donor Development Manager ensuring required deadlines are achieved in a timely manner.
- Work with the Donor Development Manager to sustain the required level of data quality for GDPR, ensuring we are compliant both now and in the future.
- Deputise in the absence of the Donor Development Manager, e.g. attend meetings.
- Undertake discrete and bespoke projects at the request of the Donor Development Manager.
- Provide a supporting role to the wider income generation team as requested by the Donor Development Manager.

ADMINISTRATION

- Perform regular database cleansing in line with the hospice's privacy policy and retention rules.
- Carry out regular de-dupe checks and merge duplicate records as per departmental guidelines.
- Oversee the recording of communication preferences and consents on all our income generation databases, taking responsibility for renewing permissions when they are due to expire in line with GDPR.
- Ensure data quality and consistency with the creation of donor records, day to day amendments, change of address, name. Identify and merge duplicate records, removing or archiving redundant data to ensure the efficient operation of the database.
- Create and administer monthly data imports from the Lottery database in to thankQ - liaising with Donor Development Manager and Lottery Manager to ensure data is 'fit for purpose'.
- Perform weekly data imports from our patient database SystmOne ensuring data is recorded accurately and in a timely manner.
- Work with the Donor Development Manager to utilise existing database functionality to further develop new processes.
- Update all post-mailing responses in an accurate and timely manner, liaising with appropriate Income Generation colleagues to ensure the data is accurate and 'fit for purpose'.
- Work with the Donor Development Manager to collate and prepare data for large scale mailings and provide accurate reports to inform decision-making.
- Work with the Donor Development Manager to ensure the security and appropriate

processing of data in line with the Data Protection Act 2018/GDPR for the entire Income Generation team.

- Keep abreast of registrations made by the public via Fundraising Preference Service and record following Severn Hospice protocols.
- Liaise with IT and Information Governance & Security Manager to ensure thankQ data is kept in line with the latest data protection guidance.
- Support the Donor Development Manager in coordinating regular user training.
- Act as a resource to users of the database, providing support to colleagues in the IG team with simple requests.
- This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur.

Supplementary Information and Requirements

All new Hospice employees are on a six month probationary period.

Health and Safety

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Appraisal

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

Data Co-ordinator – Person Specification

	Essential	Desirable
Qualifications / Training Level of education necessary Professional and post basic qualifications Specialised training required for post	<ul style="list-style-type: none"> GCSE/O Level English Language, Mathematics and Information Technology 	Advanced Information Technology level education
Experience and Abilities Length, type and level of post related work experience required (additional or alternative to qualifications above)	<ul style="list-style-type: none"> 2+ years CRM (database) experience as a data administrator/coordinator, or other role which involves extensive data manipulation Ability to work on your own initiative or with little supervision and to set priorities when under pressure, escalating issues to a higher level where necessary Ability and confidence to liaise with colleagues at all levels, both written and verbal, on a range of matters and maintain confidentiality Experience of providing mailing lists, and segmenting data 	<ul style="list-style-type: none"> Experience working in a hospice or other healthcare charity environment Experience in providing excellent donor care service Previous experience of similar role
Skills & Knowledge Range and level of skills Depth and extent of knowledge required	<ul style="list-style-type: none"> Excellent IT and database skills. Flair for quickly grasping new systems Excellent data analysis skills with a good eye for detail and accuracy Good knowledge of the Data Protection Act and GDPR IT skills on Microsoft packages Excellent communication skills, both written and verbal Excellent organisational/time management skills Good interpersonal and relationship building skills Good knowledge of the Data 	<ul style="list-style-type: none"> Understanding of the motivations of people giving financially to hospices Experience of charity CRM systems (e.g. ThankQ, Raisers Edge, Donorflex or similar) Knowledge/awareness of Gift Aid and online giving platforms such as Just Giving Knowledge of the Fundraising Preference Service

	Protection Act and GDPR	
Personal Qualities, Aptitudes and Attributes	<ul style="list-style-type: none"> • Team player who also has the ability to work on their own • Ability to work with staff at all levels • Diplomatic and calm approach • Flexible 'can do' attitude 	<ul style="list-style-type: none"> • Sense of humour • Empathy with the cause
Other requirements	<ul style="list-style-type: none"> • Willingness to work outside agreed hours occasionally • A driver's license and own car 	