

Job Description

Job Title	Data Processing Administrator
Salary Range	£25k – to benchmark
Location	St Luke's Hospice – on site 5 days a week
Reporting to:	Database and Supporter Care Manager

1. Job Purpose and scope

The Data Processing Administrator will play a key role in managing a substantial volume of data files from a variety of sources and importing this information into our fundraising database. The postholder will ensure supporter data is handled with a high level of accuracy, maintain data management standards, and support the implementation of processes and policies that promote best practice. Working as part of the Database & Supporter Care team, the role contributes to accurate income coding across all fundraising streams and supports the ongoing development of database processes, particularly during the charity's transition from Donorflex to a new database system.

2. Main Duties & Responsibilities

- Manage and process large volumes of data files from multiple sources, ensuring accurate and timely import into the fundraising database.
- Maintain high standards of data accuracy, running regular data cleansing routines and overseeing the majority of data imports.
- Meet with key stakeholders to understand upcoming activities that require use of data.
- Monitor and respond to enquiries received through the Database Services shared inbox.
- Support the development and maintenance of data management processes, policies, and documentation to ensure consistency and best practice.
- Work collaboratively with the Fundraising Team to ensure income is accurately coded across all fundraising activities.
- Contribute to the testing and implementation of the new database, including supporting end-user training and producing updated process documentation.
- Apply a strong understanding of data protection requirements, including GDPR, to all aspects of the role.

- Use a high level of computer literacy, particularly in Microsoft Office and Excel, to support data handling and reporting tasks.
- Demonstrate effective teamwork, initiative, and strong organisational skills to manage workload and meet deadlines.
- Engage in opportunities for personal development and the acquisition of technical skills as the team evolves.

General Duties & Responsibilities

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops.

EQUAL OPPORTUNITIES

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behavior which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, color, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

MISSION & CORE VALUES

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

OTHER

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

Person Specification

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education & Qualifications		Qualification in Maths, IT, or Business at A Level or above.
Knowledge and Experience	Understanding of Equality, Diversity and Inclusion principles and a commitment to apply them.	<p>Experience in database or report writing.</p> <p>Experience using Donorflex or other fundraising databases.</p> <p>Knowledge of GDPR and other fundraising regulations.</p> <p>Understanding of Equality, Diversity and Inclusion principles and a commitment to apply them.</p> <p>Able to write in SQL (structured query language).</p>
Skills / Personal attributes	<p>A desire to work in fundraising, particularly with databases.</p> <p>Ability to be detail focused</p> <p>Good interpersonal and communication skills</p>	

Employees signature:.....

Date:.....

Line Managers signature:.....

Date:.....