

Membership and Database Officer

**Full time ( 35 hours per week)**

**Salary**: £22, 416 to £28,427- Pay Award Pending

**Managed by**: Director

The Membership and Database Officer will provide accurate and useful information to PSC on membership and finances, to enable PSC to develop its fundraising and membership strategy. The purpose of this role is to manage PSC’s database system, Raisers Edge, and to provide excellent supporter care to members, affiliates, and supporters.

**Location:** London, currently remote working.

(Currently PSC staff are working remotely in response to the Covid Crisis with very limited office working. This is under review with regard to the longer term. We are open to applications from individuals who are not London based). Please note however that the role will require attendance for certain events and meetings as necessary and for this travel to London will be required.

You will be responsible for:

* Information management: Ensuring PSC’s CRM system (Raiser’s Edge), is accurate and up to date, and works effectively as best it can to meet PSC’s needs
* Financial records: Downloading and importing financial information into Raiser’s Edge from PayPal, bank accounts, offline payments and other payment platforms as required; processing cancellations of recurring gifts; working with the Finance Officer to ensure financial information is accurate and reconciled with other records
* Reporting: Using RE to proactively provide financial, membership and analytical reports for colleagues and the Executive Committee
* Membership: Responsible for queries relating to membership and fundraising and for processing applications and renewals
* Managing PSC’s relationship with CRM supplier (currently Blackbaud) and deal with related IT issues
* Develop and implement training and guidance for other members of the team, ensuring that colleagues can use Raisers Edge consistently and effectively for campaigning and admin purposes and keeping relevant process guides up to date
* Providing excellent supporter care, ensuring that members, affiliates and branches have their membership and financial data recorded accurately, are thanked for their donations and sent timely reminders to renew

You will support:

* Support PSC Management Team to provide ongoing and proactive engagement with supporters including leading on and overseeing thank you process and insight into fundraising to help increase donations
* Support PSC Management Team to ensure PSC complies with the Data Protection Act
* Support PSC Management Team in developing comprehensive fundraising and membership strategies for PSC
* Supervise and delegate to volunteers as appropriate
* Support the Finance Officer in providing accurate and timely financial data
* Support the Admin Officer in handling incoming queries by phone and email, as well as coordinating volunteers, taking payments over the phone and processing cheques and cash received

As a member of the admin team you will:

* Provide support to colleagues where necessary. In particular during busy periods such as the AGM support will be required in preparing for the event

Flexibility:

* In order to work effectively in a changing environment other tasks, commensurate with the role, may be required.

**Personal Specification**

*Essential: Experience:*

* Demonstrable knowledge and experience of using a CRM system (Raiser’s Edge or similar)
* Experience of providing high quality supporter care to members and donors
* Experience of delegating work to volunteers
* Experience of preparing and importing financial information into a CRM system
* Experience of using a CRM system to produce regular reports

*Essential: Skills*

* Attention to detail, accurate and numerate
* Excel skills to a high level
* Excellent organisational skills
* Excellent communication skills
* Ability to manage competing demands and prioritise workload
* Strong analytical and problem solving skills with the ability to think creatively and strategically
* Demonstrable support for the aims and objectives of PSC

*Desirable:*

* At least one years experience of using Raiser’s Edge or similar
* Experience of using ImportOmatic
* Experience of working collaboratively in a small, busy office team
* Experience of fundraising for a campaigning organisation
* Experience of working for social justice, or Palestine-related issues