



# Membership and Database Officer

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**Full time**

**Salary:** £24,970-£29,651

**Managed by:** Deputy Director / Campaign Development Manager

The Membership and Database Officer will provide accurate and useful information to the 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 donors.

You will be responsible for:

Information management: ensuring PSC's CRM system (Raisers Edge), is accurate and up to date, and works as best it can to meet PSC's needs

- Act as PSC's expert on our CRM, currently Raisers Edge, continually looking for ways to improve our use of and make the best use of member and donor information.
- Financial duties: download, sort, prepare, and import financial information into Raisers Edge from PayPal, GoCardless, bank accounts and payment systems as required. Work with the Finance Officer, to ensure financial information is accurate, up to date, and reconciled with other records.
- Reporting: Use RE to proactively provide financial and analytical reports for colleagues and the Executive Committee
- Membership: Responsible for queries relating to membership, and for processing applications and renewals.
- Manage 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.
- Provide excellent supporter care, ensuring that members and affiliates have their membership and financial data recorded accurately, are thanked for their donations and sent timely reminders to renew

You will support:

- Work with Campaign Development Manager / Deputy Director 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 the Campaign Development Manager / Deputy Director to ensure PSC complies with the Data Protection Act
- Supervise and delegate to volunteers as appropriate
- Support the Finance Officer in providing accurate and timely financial data.

As a member of the admin team you will:

- Provide support to colleagues where necessary

Flexibility:

- In order to work effectively in a changing environment other tasks may be required

**Personal Specification**

*Essential: Experience:*

- Demonstrable knowledge and experience of using a CRM system (Raisers Edge or similar) in a campaigning context
- 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 relevant and accurate reports

*Essential: Skills*

- Attention to detail, accurate and numerate
- Excellent organisational skills
- Excellent communications skills
- Ability to manage competing demands and prioritise workload
- Strong analytical and problem solving skills with the ability to think creatively and strategically
- Support for the aims and objectives of PSC

*Desirable:*

- At least one years experience of using Raisers Edge or similar
- Experience of using Import-o-matic
- Excel skills to an intermediate level with experience of using vlookup function
- Working collaboratively in a small office team.
- Experience of fundraising for a campaigning organisation
- Experience of working for social justice, or Palestine-related issues