



## JOB DESCRIPTION

<b>Job title</b>	<b>Database Officer</b>
<b>Department</b>	<b>Development</b>
<b>Location</b>	Oriel College, Oriel Square, Oxford OX1 4EW
<b>Salary</b>	£33,000 - £38,000pa dependent on experience (Oriel Salary Band 5)
<b>Hours of work</b>	<b>Full-time 36.5 hours per week</b>
<b>Contract type</b>	Permanent
<b>Reporting to</b>	<b>Head of Alumni Engagement &amp; Operations</b>
<b>Direct report(s)</b>	<b>None</b>

### Overview of the role

Oriel College has approximately 7,000 contactable alumni across the world, and records are kept on the Blackbaud e-CRM platform (referred to as DARS at Oxford). The quality and cleanliness of alumni data are constantly being reviewed and improved, with ongoing and proactive efforts to ensure data is accurate and consistently recorded. There exists a set of processes and protocols for the Office, which the post-holder would be responsible for reviewing, suggesting improvements to, and monitoring.

Reporting to the Head of Alumni Engagement and Operations, the post-holder will support the Development Office's activities by helping to evaluate existing programmes, identifying areas of particular success, and suggest improvements to processes especially in the use of alumni data to optimize philanthropic income. The post-holder will work closely with the Head of Alumni Engagement and Operations, Development Officer – Regular Giving and Legacies, and may also liaise with the College Accountant on financial matters.

### Responsibilities

This is a key strategic role in the Development Office and the post holder will be responsible for the management of the database as well as assisting other members of the team in their areas of work by identifying information and data needs.

Excellent IT, communication, and numeracy skills; attention to detail and strong organisational experience are essential to the role. Due to the tasks involved this role would suit someone who is experienced using IT databases and software and has extensive knowledge in developing systems to assist in administrative and information processing tasks.

## **Database Governance and Management**

1. Review, evaluate and develop existing database systems with a view to refine and standardise practice across the Development team, in consultation with the Head of Alumni Relations and Operations.
2. Create highly effective systems to assist in Development and Alumni Relations projects and ensure that other members of the team are using the database effectively to enhance their work.
3. Maintain contact with the central DARS team to provide training, support and assistance with the DARS database system for the Oriel Development team.
4. Be responsible for training of Development Office staff, and any temporary staff assisting with the database.
5. Be informed of GDPR requirements, working with the Head of Alumni Engagement and Operations in informing the Development Office on adherence to legislation relating to data use.
6. Keep up to date with recent developments in IT and work closely with the College's ICT department to ensure the security of the data and that the Data Protection Policy is adhered to.

## **Data Reporting and Analysis**

7. Generate regular and ad-hoc statistical and financial analysis and reports for College committees, the Finance team and the Development Director, as required.
8. Take a proactive role with the creative statistical analysis of donation trends to help improve fundraising projects and meet income generation targets.
9. Optimise philanthropic support for the College and adhere to best practice in stewardship. For example preparing donor lists, segmenting donors based on giving levels, interests, and analysis of methods for stewardship appropriate to groups based on giving patterns.
10. Analyse event take-up, and assist the Events Officer in promoting events, recording registrations, and producing information for other members of the Development Office in relation to event registrants.
11. Maintain the data within the database and ensure it is accurate by proactively carrying out regular checks and updates.
12. Be an 'expert user' of the DARS system and be familiar with all data entry, set up and reporting functions to help and facilitate other team members' needs in their areas of work.
13. Proactively work with the DARS team on improvements to Oriel's data and liaise with the University of Oxford Development Office (UODO).
14. Liaise with University colleagues from UODO and other colleges regarding new information and new methods of using DARS.
15. Compile data for fundraising campaigns including pre and post appeal phases, selection of prospects, mailings, processing of gifts, and data entry. Maintain confidentiality at all times when handling alumni financial and database information.

## **Donation Processing**

16. Be responsible for processing, monitoring, and reporting on donations to the College.

17. Record, monitor and process donations and payments, for example transfers, standing orders, setting up and processing monthly Direct Debits, banking cheques and cash, and reclaiming Gift Aid on a regular basis.
18. Generate acknowledgement letters from the database, coordinating with fundraising colleagues on wording as appropriate.
19. Follow up and respond to donor queries.
20. Monitor pledges on a regular basis with the Development Officer – Regular Giving and Legacies, to send out expiry letters on lapsed regular gifts/standing orders.
21. Analyse monthly bank statements and reconcile reports with database records.

### **Other Duties**

22. Maintain knowledge and understanding of the Development Teams' objectives and progress with ongoing campaigns.
23. Attend meetings with the College Accountant regarding reconciliation and direct debits when needed.
24. Other such duties relating to the work of the Development Office as may be assigned from time to time by the Head of Alumni Relations and Operations.
25. To maintain strict confidentiality at all times.
26. To undertake any job-related training requested by the College
27. To be flexible and willing to help colleagues when required.
28. Occasionally work outside normal office hours, in agreement with the line manager.

## **SELECTION CRITERIA**

### **Essential**

1. A good general level of education, ideally at degree standard or equivalent.
2. Expertise and an excellent track record of using current databases and information management.
3. Experience of detailed analysis and manipulation of data and producing management reports.
4. Demonstrable experience of being involved in the smooth delivery of projects involving multiple stakeholders.
5. Demonstrable experience and expertise in a similar working environment.
6. Exceptional attention to detail
7. Numeracy and an interest in financial detail/processing
8. Windows-based computer skills (including Word, Excel and PowerPoint) and experience using relational databases (such as DARS or The Raiser's Edge).
9. Excellent organisational skills
10. Good communication skills, including the ability to communicate with alumni, staff, students and visitors.
11. A flexible attitude and the ability to work both as part of a team, with a willingness to help others in the college, and to work independently, without supervision.
12. Ability to work under pressure, multi-tasking and prioritising as necessary

13. Integrity, reliability and discretion
14. To be presentable and maintain dress and department standards
- 15.** Experience of working in a small and busy team.

### **Desirable**

1. Previous experience of working in education institutions
2. Experience of producing and delivering training to staff.
3. Experienced in fundraising, event management and/or alumni relations
4. Knowledge of DARS database system.

### **About Oriel**

Oriel College is the 5<sup>th</sup> oldest Oxford College of the 39 self-governing and independent colleges within the University of Oxford and the oldest Royal Foundation; in 2026 we will be celebrating our 700<sup>th</sup> birthday. Described by our students as 'the perfect size', with 350 current undergraduates and 300 postgraduates students we're slightly smaller than the average Oxford college, and our community is tight knit and friendly. Oriel brings together a world-class academic community of leading academics and researchers with high achieving and motivated students, underpinned by 48 Fellows and around 120 people working in the professional support teams.

Located right in the middle of Oxford in beautiful buildings, the College has a rich history and has been home to Saint John Henry Newman, Saint Thomas More, Sir Walter Raleigh and two Noble Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit <https://www.oriel.ox.ac.uk/>

### **Pre-Employment Screening**

All appointments are subject to proof of the candidate's legal right to work in the UK and receipt of satisfactory references.

You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

### **Data Protection**

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation.

*The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.*

## **Employee Benefits\***

- 38 days holiday (including bank holidays)
- Pension scheme
- Employee Assistance Programme
- Free lunch on each day worked (when the kitchen is open)
- Travel loan scheme (bus and bike)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Flu jab (reimbursement)
- Annual pension review meeting
- Staff social events
- Free entrance to The University of Oxford Botanic Gardens
- Free entrance to Harcourt Arboretum
- Free membership (via application) to Wytham Woods
- Free access to visit the 45 Colleges that make up Oxford University plus University Libraries
- Free membership of the University Club (social, sporting and hospitality club)
- Free entrance to University museums

## **Retail**

- 10% discount at Ashmolean Museum Café and shop
- 10% discount at Bodleian Library shop
- 10% discount at OUP bookshop
- 15% off at Blackwell's bookshop in Oxford
- Discounts online and in local shops via following the link <https://hr.admin.ox.ac.uk/discount-codes>
- Discounts on over 100 national brands by applying for a FREE TOTUM Discount card
- Discount on retail, food and fitness via applying for a UNiDAYS account
- Discount on retail, food and fitness via applying for a Student Beans account
- Discount at Howdens Oxford quoting Oxford University

## **Fitness**

- Discounted membership to University sports facilities, Iffley Road
- Discounted membership to the University Club, Mansfield Road (social, sporting and hospitality club)
- Up to 30% discount at various gyms via student membership app UNiDAYS

## **Healthcare**

Discounted private healthcare via Eduhealth <https://www.eduhealth.co.uk/oxford-university>

## **IT Software**

- Free Office 365 software download on up to 5 devices
- Free antivirus software

## **Training and Development**

- Free access to hundreds of online training courses
- Free training via LinkedIn Learning

\*Please note that with the exception of holidays and pension provision, the benefits listed are non-contractual and may be subject to change or withdrawn.