



Database Administrator

Home-based, UK

£27,000-£30,000 per year

About the Role

Population Matters has grown its team and ambitions significantly in the last few years and, as a virtual organisation with global aspirations (our goal is '**Take PM Global**' over the next 3-5 years), a flexible and accessible contact relationship database is key to helping to make our aspirations a reality. We are looking for a Database Administrator to work closely with the Head of Supporter Services and our external contractor to ensure that our database helps support our strategic objectives, providing a positive experience for supporters and our wider external stakeholders.

This is a varied and interesting role in a small and friendly team, where everyone's contribution matters. Reporting to the Head of Supporter Services, you will be responsible for liaising with our external contractor to develop and implement the functionality of the our open source contact relationship database, CiviCRM, supporting and training new and existing users and maintaining accurate and up-to-date records.

About You

Population Matters works as a virtual team with no central office, so this role is home-based, with occasional (expenses paid) travel to London. You will be a self-starter - being able to work on your own initiative and virtually is a key part of this role. You will have previous experience of working with donor management/customer relationship databases and be able to work accurately to deadlines with minimal supervision. You will also be able to provide sound advice and reporting to senior management and staff, build effective working relationships with a range of stakeholders and be able to maintain confidentiality at all times.

About Us

Population Matters (PM) is a UK-based charity working globally to achieve a sustainable future for people and planet.

Our Vision is a future in which a stable human population co-exists in harmony with nature and prospers on a healthy planet, to the benefit of all.

Our Mission is to drive positive, large-scale action through fostering choices that help achieve a sustainable human population and regenerate our environment.

Our Approach is to campaign, inform, lobby, undertake research and do all we can to encourage an open, fair-minded and constructive debate about population. We promote positive, practical, ethical solutions – encouraging smaller families, inspiring people to consume sustainably, with the aim of enabling everyone to enjoy a decent quality of life whilst respecting and sustaining the natural ecosystems upon which all life on earth depends.

We believe everyone should have the freedom and ability to choose a smaller family. We support human rights, women's empowerment and global justice.

Salary Range and Terms and Conditions

UK based: Salary range: £27,000-£30,000pa; 6% employer's pension contribution



Population Matters is a virtual organisation and the position is home-based, with regular meetings by video and, where possible, in person with other members of the team. The role is offered on a full-time basis, but we are willing to consider other arrangements in certain circumstances.

The Application Process

Population Matters is an inclusive and diversity-friendly employer. We value difference, promote equality and challenge discrimination, enhancing our organisational capability. We welcome and encourage applications from people of all backgrounds and do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age or any other category protected by law.

Please apply by submitting a CV and covering letter (no more than 500 words) outlining how you meet the requirements in the attached job description and person specification, and telling us about what you will bring to the role. Please send to andrea.holmes@populationmatters.org.

The deadline for applications is Friday 22 October 2021. We're sorry but due to our size it may not be possible to respond to every application. If you have not heard from us by 26 October 2021 you should assume that, on this occasion, your application has been unsuccessful. Thank you for your interest in Population Matters.



JOB DESCRIPTION

Job Title: Database administrator

Reports To: Head of Supporter Services

Purpose: To work closely with the Head of Supporter Services and our external contractor to ensure that our database helps support our strategic objectives, providing a positive experience for supporters and our wider external stakeholders.

Accountable for: Maintaining accurate and up-to-date records in our open source customer relationship database, CiviCRM, and liaising with our external contractor to develop and implement the functionality of the database and its integration with our website.

Responsibilities and Duties

- Work across the entire team as a champion and trainer to ensure CiviCRM is understood by new and existing users and to help the system to grow and evolve
- Liaise with external developers on Civi enhancements, integration with other data sources, web services and testing, and to translate user requirements into enhanced functionality
- Document new and existing processes as well as updating any existing documentation when changes are necessary
- Support the production of standard and custom reports and assist users with generation of queries and export requests
- Input data consistently and accurately, and carry out regular housekeeping tasks and cleansing of data
- Set up memberships and regular supporter payments, including direct debits and recurring card payments, and assist with membership renewals
- Monthly processing and importing of all regular off-line sources of income
- Search for and extract data on supporters and donations, and assist with all aspects of data entry and record keeping in CiviCRM
- Support the delivery of the charity's fundraising activities with data segmentation and accurate and timely reports
- Respond to relevant enquiries from supporters, sending out information to those who've contacted PM requesting more info and logging interactions in CiviCRM
- Ensure accurate record-keeping and submission of online Gift Aid claims via CiviCRM
- Any other duties that may reasonably be required in line with your main duties

Person specification

Essential:

- Experience with donor management/customer relationship databases, particularly CiviCRM
- The ability to work with people of varying technical skills and confidence in conversing in technical language



- Ability to understand internal needs and to translate user requirements into enhanced functionality
- Excellent problem-solving and analytical skills, combined with a natural curiosity
- Able to enter data accurately and efficiently
- Ability to use a range of software, including Excel and Word, to a high standard and an aptitude for acquiring new skills
- Familiarity with the requirements and practice of GDPR
- Self-motivated with good team working skills, as well as the ability to work independently
- An open and flexible approach to responsibilities and ability to multi-task
- Good planning and administrative skills, with rigorous attention to detail
- Commitment to Population Matters' vision, mission and values.

Desirable:

- Educated to degree level or equivalent professional qualification
- Experience of working with voluntary/ third sector organisations
- Familiarity with open source software
- Any background with CSS, HTML, or query writing in SQL would be helpful.
- Customer or supporter service experience