



**British Heart
Foundation**

Job specification

Job description

Job title	Data Assistant		
Directorate	Marketing and Engagement		
Team	OneCRM and Data Team		
Reporting to	Senior Data Executive	No. of direct reports	N/A
Location	Greater London House, London		
Budgetary responsibility	N/A		
Job level (HR use only)	7	Date	April 2019

Summary of role

To assist with the BHF's marketing activities by providing effective data management, data retrieval and reporting.

Key responsibilities

Data Management

- Provide support to colleagues in the management and maintenance of our central database
- Assist with importing data from agencies to agreed timescales and as per service level agreements
- Resolve import exceptions where the resolution is known to the team and raise any new issues for investigation

Data Maintenance

- To run regular jobs handled by the Data Ops team. This may include running simple scripts for basic selections, producing weekly files for agencies, scheduling jobs in the database and other regular work
- Support the team in supplying data for simple selections in a timely and accurate manner
- Carry out accuracy checks for the team on data selections
- Assist in resolving historical data quality issues

Customer Service Delivery

- Liaise with internal customers; learning and understanding their requirements in order to deliver

excellent service

- Provide support and assistance to the team for data queries and ad hoc requests
- Support BHF cross-divisional projects

Other

- Provide administrative and ad-hoc duties for the wider Data and OneCRM team as required
- To carry out any other reasonable duties as requested by the Senior Data Executives or Data Team Leader.

Person specification

Knowledge, training & qualifications

Essential

- Educated to degree standard (or equivalent) or with relevant work experience
- IT literate; fully conversant with standard Microsoft packages particularly Excel
- Good degree of data literacy with some familiarity of relational database structures, data querying and manipulation
- A general understanding of direct marketing principles and customer/supporter care standards

Desirable

- Experience of SQL.

Experience

Essential

- Experience using Blackbaud CRM, Raiser's Edge or similar CRM application
- Experience working in a busy charity or marketing environment

Desirable

- Experience of importing and exporting data to & from external agencies/3rd parties.

Skills & attributes

- Excellent attention to detail.
- Strong standard of numeracy.
- An aptitude to find solutions to achieve better ways of working.
- Good communication skills, both written and verbal, with the ability to interact with internal and external stakeholders at different levels.
- Ability to work from own initiative and independently with an adaptable and flexible approach.
- Collaborative team player who is willing to share knowledge and learning openly to create understanding and support.
- Ability to manage own time and priorities to deliver results within agreed timescales.

Our Values



Brave

We speak out
We're decisive
We're innovative



Informed

We work together
We're clear
We're curious



Compassionate

We're open & honest
We respect others
We promote our cause



Driven

We're focused
We're determined
We keep learning