



September 2021

Dear Candidate,

It's time the UK got to grips with guts.

I am delighted you are interested in this role at Guts UK charity. I hope you will find all relevant information you need enclosed in this pack. We have tried to give a good picture of where we are as an organisation and the kind of person we are looking for as we build our team.

I joined as CEO in April 2016. The charity was called Core and whilst it had a superb track record in funding medical research in gastroenterology, it wasn't well known outside of medical circles. We rebranded our mission as Guts UK in June 2018 to face the public so we can be more visible and accessible for those who need us. In the final year as Core, we had just over 30,000 visitors to our website. Today, we average 100,000 visitors *per month* to our website, over a million a year.

Guts UK exists to support people affected by digestive conditions. We have put them at the very heart of everything we do. This role is crucial to underpinning our stakeholder relationships and supporting our mission of providing expert information, raising awareness and funding life-changing and life-saving research.

We are looking for a colleague who is as fascinated by guts as we are, someone who can embrace the size of our ambition and share our vision. Are you ready to use your experience, skills and energy to provide the data reporting required to assist the team in serving our community? Can you help us raise our profile, presence and income so that we can transform the levels of research into this hugely important and overlooked area of health?

You will join a small, professional and passionate team that punches way above its weight. You will be energised by the opportunity and challenge to grow Guts UK so that everyone affected by conditions of the gut, liver and pancreas can find us.

We look forward to hearing from you.



CEO, Guts UK Charity



Database Officer Job Pack: Guts UK Charity

Background

People are in pain. People are suffering. People are dying. All because of a lack of knowledge about our guts.

The Digestive Disorders Foundation was established in 1971 to improve the lives of patients with gastrointestinal disorders, by raising funds for research and providing information and awareness. The first donation was £500 from its sister organisation, the British Society of Gastroenterology (BSG) where we still sit today. The charity has invested more than £16 million into digestive health research to date.

In June 2021, the charity marked 50 years. A lot has changed since 1971, but the truth is we still haven't achieved our founders' goals. There is so much we still need to understand. The range of gastrointestinal conditions and diseases is vast, from mildly troubling symptoms that may be a daily irritation, to devastating diseases such as pancreatitis and digestive cancers. Cancers of the liver, pancreas, oesophagus and stomach are four digestive cancers that remain in the depressing category of the least survivable cancers, where they have languished for decades.

Guts UK's vision is of a world where digestive disorders are better understood, better treated and everyone who lives with one gets the support they need. How will we know if we are achieving this? **This role is key to underpinning excellent donor service at the charity by assisting with measuring and communicating our impact.**

We are the only charity in the UK that funds research on all conditions of the gut from top to tail. We provide expert, evidenced based patient information and raise awareness of digestive health. But we have to go faster to transform the levels of research needed.

It's time the UK got to grips with guts.

Our development:

It is an exciting time to join us, one of growth and development. We are a committed team of eight working out of two offices in London and Yorkshire. For this role, the successful candidate will be expected to work in the central London office.

These dual locations allow us to serve as a national charity. Guts UK is committed to building our capacity and skillset to better deliver services for people affected by conditions of the gut, liver and pancreas, raise more income and grow our research programme.

We are proud and active members of the Association of Medical Research Charities and founder members of the Less Survivable Cancers Taskforce.

The challenge:

This role is responsible for ensuring an excellent level of financial processing that will support the growth in fundraising activity across a range of income streams and provide an



exceptional experience for all Gut's UK's donors and supporters. You will achieve this by processing an increasing volume of donations, ensuring that all income is captured on our database, RE NXT, in an accurate and timely manner.

The candidate:

This role will suit an individual with a passion for excelling at donor support. You will be naturally process driven and have a great eye for detail. You will enjoy solving problems and finding ways to enhance and streamline our data processing activities. You should have a good working knowledge of CRM databases and understand their importance to organisations like Guts UK. You will have excellent communication skills, both oral – including telephone – and written. You will be self-motivated and able to work independently but also crucially, a team player, willing to work with colleagues productively and share ideas.

Job Description

Job Title:	Database Officer
Salary:	£26,000 - £28,000 per annum DOE
Hours:	37.5 hours per week
Function & Department:	Finance
Reports To:	Finance Manager
Location:	Central London
Benefits include:	Pension up to 5%, 27 days holiday (plus bank holidays).

Job Summary

As Database Officer, you will assist the Finance Manager in the effective financial administration and management of the charity to ensure that Guts UK's donors and supporters receive an excellent service. This will involve carrying out data imports and exports and ensuring the accuracy and integrity of the database is maintained. You will work with the fundraising team providing financial and other ad hoc reports as required. You will build relationships with gastroenterology departments in hospitals and clinics to proactively promote our information resources. You will assist the Finance Manager and CEO with preparing communications for the Board of Trustees.

Essential Duties & Responsibilities

Raiser's Edge NXT Database Administration:

- To develop the use of RE NXT, reviewing system updates, informing users of new tools, attending training and development, acting as a point of contact for Blackbaud account management and support.



- To follow established, documented procedures for all aspects of database use. To update these procedures as and when needed and inform users of changes.
- To champion the use of the database by supporting and training team members to enter data and utilise self-service tools such as web view reports.
- To understand and proactively apply the General Data Protection Regulations to all charity data handling, reporting on data health and any compliance incidents to CEO.
- Input and maintain accurate and detailed records of all interactions.
- Process and enter all donations, hospital payments and any other income into the database, e.g., cash, cheque, online and debit/credit card, using Batch and import plugins where appropriate.
- To proactively develop the Charity's capability to import data from other systems, e.g., JustGiving, to improve the efficiency of income processing.
- Carry out regular imports for online fundraising data from sites including CAF, JustGiving, Much Loved, Facebook etc.
- Prepare financial reports and summaries to enable the Finance Manager to reconcile all received income with bank statements.
- To perform system administration tasks, such as global changes, imports and adding new users.
- To ensure the integrity of the database by performing regular maintenance tasks such as merging duplicates, monitoring of data quality and tidying of constituent records.
- To carry out data selections and segmentation for fundraising and communication activity, ensuring supporter permissions and contact preferences are followed.
- Maintain Gift Aid declaration records.
- Prepare Gift Aid claims to HMRC.
- Maintain and enter bulk data, e.g., event registrations and data collected from events.
- Produce reports, exports and queries as and when needed by other teams.

Guts UK's Patient Information Services:

- Be the first point of contact for hospitals ordering Guts UK's patient information leaflet orders, servicing and looking after each account as a client and partner of the charity.
- Check leaflet orders to ensure the details are correct, process and enter into the database, liaise with the supplier.
- Proactively promote our range of leaflets to hospitals that don't yet order and work with the fundraising team to encourage wider support for the charity within clinics to reach our target population of people affected by digestive disorders.
- Communicate with hospitals and clinics to ensure they have up-to-date versions of our patient information leaflets.
- Liaise with the Information Manager to manage leaflet stock levels and re-prints.

General Administration:

- Alongside other team members, acting as a point of contact to members of the public, potential supporters, health care professionals etc. on the phone, via email and letter. This will entail using your own judgement of the situation to provide appropriate responses and pass on queries as appropriate.



- Monitoring the general charity mailbox and responding or forwarding as appropriate.
- Provide direct support to the CEO – PA duties, Trustee meetings, administration.
- Provide direct support to the Finance Manager and the trustees, including any governance requests.
- Provide administrative support for the fundraising team and assist with event fundraising as required.
- Organising meetings, arranging room hire and catering when required
- Assisting with public events.
- General office duties including ordering stationery and other office supplies, maintenance of office equipment, office shopping including catering supplies, dealing with incoming and outgoing post, photocopying, filing, updating and keeping records.
- Ensure that the workplace is clean and tidy, conforms to health & safety requirements and presents the best impression of the charity to visit.
- Liaise with RCP regarding office maintenance.
- Always ensure adherence to brand guidelines.
- Provide cover for colleagues as directed by the line manager.

Additional responsibilities:

- Gain and actively maintain a knowledge and keen interest in all of Guts UK's work, our research programme and information services, to inform supporters as required.
- Keep up to date with external developments in the sector, identifying innovative opportunities and advice on new and appropriate approaches for the charity.
- Contribute to the on-going development of Guts UK Charity and its values.

Person Specification *(all criteria are essential unless otherwise indicated)*

Qualifications

- Minimum A levels or equivalent

Experience

- At least two years' experience in a charity database and finance administration role.
- Experience of accurate data input, updating, extraction and analysis of a CRM database.
- At least two years' experience of managing a Raiser's Edge database **or** three years' experience of managing a comparable CRM database and willing to undergo training.

Desirable:

- Experience of monitoring, developing and implementing new administrative processes.
- Experience of providing exceptional quality customer service/donor care.
- Experience of supporting and advising database users/

Knowledge & Skills

- Knowledge of and ability to implement effective administrative procedures.
- Knowledge of and ability to effectively use systems e.g., word processing, file



management and record keeping.

- Knowledge of banking processes and reporting of financial data.
- Knowledge of and ability to proficiently use MS Office applications, especially Excel and Word.

Attributes & Approach

- Able to clearly communicate complex information in a simple and understandable way to our community.
- Able to communicate effectively in writing e.g., by letter or email.
- Able to tell when something is wrong/likely to go wrong e.g., recognise when there is a problem and suggest/take measures to resolve it.
- Able to be discreet when dealing with confidential and sensitive information.
- Self-motivated and able to work independently and as part of a wider/virtual team.
- Able to effectively plan and prioritise work, manage conflicting demands and meet deadlines.
- Able to develop and maintain positive working relationships with internal and external stakeholders.

Desirable:

- Willing to work flexible and unsocial hours including weekends as and when required.
- Actively looks for ways to improve the donor experience in terms of information sharing and keeping donors informed/updated.
- Able to share information with colleagues to encourage cross-working and optimise fundraising income.

Notes:

Guts UK reserves the right to alter the content of this job description after consultation to reflect changes to the job or services provided without altering the general character or level of responsibility. The above list of responsibilities is not exhaustive and may change to meet the needs of the organisation.

Guts UK is an equal opportunity employer. We welcome applications from people with disabilities and from minority groups.

If you have a disability which means you are unable to meet some of the job requirements, specifically, because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

You must be eligible to work in the UK at the time of application. If you are invited to interview, you will be asked to bring the original documentation that proves your right to work in the UK.

How to apply for this position



- Deadline for applications: 4th October 2021
- Interview timings: October, exact date tbd

Send an up-to-date CV (3 sides max) and cover letter detailing how your experience and skills match the requirements of the job description and the person specification, as well as why you want to work for Guts UK to info@gutscharity.org.uk

We look forward to hearing from you.

www.gutscharity.org.uk