

HELLO



I am delighted that you are considering this exciting opportunity to join us as our Database Manager – contributing to the College's philanthropic growth and alumni relations programme through excellent data management and gift administration and ensuring operational efficiencies.

Sidney has a distinguished history which is apparent in its buildings, extensive gardens and list of members, past and present.

Among these, Sidney can count politicians, four Nobel Prize winners, wartime code breakers, Grammy Award-winning musicians, film and opera directors, novelists, and TV personalities. Today, students, staff and Fellows find themselves part of a thriving close-knit community, where academic excellence, passions, and purpose are highly valued. This is a place where people feel immediately at home and make friends forever.

Sidney's community is deeply committed to supporting the College's goals: remaining open and inclusive to the brightest minds, regardless of background; excellence in teaching and research; enabling all students to fulfil their academic potential and flourish as individuals.

The impact of philanthropic giving has been taken to new levels in recent years. Sidney is able to offer fully funded bursaries to all eligible undergraduates, support 11 teaching and research posts, open a new kitchen and catering facility, and recruit a dedicated specialist to lead a major, new student wellbeing programme.

SIDNEY'S NEW CHAPTER IN FUNDRAISING AND ALUMNI RELATIONS



While there is a strong foundation of philanthropy and engagement, we are moving to a new strategy that seeks to build a more sustainable and resilient model. Core to this strategy is strengthening the major gift, regular giving, legacy, stewardship and data management programmes through:

- developing a culture of giving and instilling trust
- generating new and unrestricted income year on year
- improving stewardship to increase repeat gifts
- building robust operational systems
- enhancing the alumni relations and engagement programme.

For the last few years, Sidney's annual alumni participation rate has been slightly lower than the collegiate university average. However, the College's participation rate of donors who have given since 2011 is one of the highest in Cambridge and indicates that we have a great opportunity for growth if we build momentum and galvanise our alumni base.

As the Database Manager, you will be joining us at an exciting time. I started in October 2021 and am looking

to try new ideas and accelerate fundraising activities. In this role, you will be responsible for the management, operational needs and continued development of a CRM database, which currently holds c.10,000 records. Alongside this, the post-holder will oversee gift administration and data compliance; you will be the first point of contact for enquiries between the Development and Alumni Relation Office (DARO) and the Finance teams, managing and implementing all financial procedures that ensure the timely stewardship of donations and funds. This is a pivotal role driving both the professional delivery and strategic planning of the Development and Alumni Relations Office (DARO).

DARO uses Blackbaud's Raiser's Edge (RE) NXT as their database, and it is expected that you will be able to demonstrate the ability to develop strategies for the maintenance and development of either RE or a comparable CRM system and have competence in relevant revenue operations.

Caithness Consulting or I would be delighted to share more about our goals as you explore this role. And from my own experience of joining Sidney, I can promise you a warm and friendly welcome here at the College.

Anna Baskerville

Development Director & Fellow

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SIDNEY SUSSEX COLLEGE

Sidney was founded on St Valentine's Day in 1596 as a result of a generous bequest from Lady Frances Sidney, Countess of Sussex, and was named in her honour. The College has flourished in the years since the 16th century, in large part through the involvement and generosity of its alumni and wider circle of friends.

Located in the heart of the historic city of Cambridge, Sidney Sussex College was founded in 1596 and is the youngest of Cambridge's "old colleges". We are proud of our 427 year history and are eager to meet the challenges of our time. The College is home to a mutually supportive community of Fellows, students, and staff who work together to sustain a vibrant living and learning experience for all. The College's charitable purpose is to promote education and research. It is a centre of academic excellence and actively fosters intellectual curiosity, engaged debate, and research across the entire academic community. The College's ambition is



DEVELOPMENT AND ALUMNI RELATIONS TEAM



to enable all its students to fulfil their academic potential and to flourish as individuals in doing so. We believe that to be as open and inclusive as possible is crucial to achieving these objectives.

Sidney is currently led by the Master, Professor Richard Penty, who will be stepping down from this role at the start of the 2023/24 academic year, when the new incumbent will be Professor Martin Burton. There are 80 Fellows, over 100 staff, and around 630 undergraduate and postgraduate students. The College is a registered charity, and the administration of the College is the responsibility of the College Council as trustees of the charity.

The College has had an active engagement and fundraising programme for some 9,000+ alumni and friends overseen by the Development and Alumni Relations Office. The team has six full time equivalents overall, as shown in the organogram.

JOB DESCRIPTION

DATA AND DATABASE MANAGEMENT



- Maintain, develop, and update Raiser's Edge, ensuring that information is entered consistently, accurately and in a timely fashion.
- Preserve and review existing processes for data cleansing and capturing where necessary and play a proactive role in managing data organisation and cleaning.
- Dead, manage and deliver on new and existing data projects including, but not limited to: data enrichment campaigns, the annual telethon and the University's Annual Development Questionnaire (ADQ), additional functionality and plug-ins to Raisers Edge.
- Oreate effective reporting and query frameworks, ensuring up-to-date and high-quality insights and intelligence are delivered primarily to the Development Director, but also to the rest of the team on fundraising, engagement, and other performance areas. Keep track of key performance indicators (KPIs) and data metrics for all department activities.
- Provide database support for all members of the DARO to assist in their activities, which will include: the creation of mailing lists for various events and communications (both printed and digital), tracking communication interactions, generating reports for all activities, as and when required. Many of these require the complex segmentation of large data files.

- Provide database support to the Development Officer (Regular Giving) for telephone campaigns, appeal mailings and donor lists, which will sometimes require liaison with third-party suppliers.
- Prepare reports and papers for Governing Body, Council and other committees.

REVENUE AND FINANCE OPERATIONS



- Accurately record all gifts, pledges and legacies on the database and ensure procedures are up-to-date, including the conducting of monthly batch reports and reconciliations, including Gift Aid.
- Work closely with the College Office to ensure that donation figures and data are reconciled for all reporting purposes.
- Liaise with the College's direct debit service provider (Buffalo Donor Debit) and other third-party gift processing agencies.
- Manage and implement procedures for telephone donations, including all gift administration and the input of data into external portals (e.g. Donor Debit).
- Support the Director to develop and maintain budget processes and protocols.
- Process all invoices, for approval by the Director, and ensure that all expenditure is accurate against quotes.

GIFT ADMINISTRATION AND STEWARDSHIP



- O Acknowledge all donations within two days of receipt in accordance with DARO policies, via letter templates and the production of handwritten cards, where needed.
- Draft gift agreements for all donations over £5,000 and manage the process from start to finish between donors and key senior members of the College.
- Introduce and maintain streamlined systems to regularly assess stewardship activity, including when donors have reached new giving thresholds, and report back to the team at agreed times.

PROCUREMENT, COMPLIANCE & TRAINING



- Ensure maximum functionality across all Blackbaud/Raiser's Edge services and that all DARO staff are trained and skilled to increase efficiencies.
- Provide and manage training/assistance for new starters and other users, developing a pack of training material to quickly and effectively on-board new starters to use RE.
- Maintain productive relationships with external stakeholders where necessary, especially points of contact at Blackbaud, Inc.

- Have a comprehensive knowledge of GDPR and other data laws, and ensure that DARO's data complies fully with the latest guidelines.
- De responsible for the upkeep and renewing of all policy and procedural documents in relation to data and gift processing in the DARO in line with overarching College policies.

OTHER



- Take part in the College's performance development review scheme and undertake training as required.
- Be responsible for your own health and safety in the workplace.
- Fully comply with all the College's policies including equality of opportunity and data protection.
- Perform any other work that the Development Director and Deputy Development Director allocate and that is within the capability of the Database Manager.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required.

PERSON SPECIFICATION

QUALIFICATIONS AND EDUCATION



Essential

 Be educated to degree level or equivalent.

Desirable

• Have other relevant, further qualifications.

SKILLS AND EXPERIENCE



Essential

- Extensive demonstrable experience of managing a CRM system, either RE or similar product.
- High level of IT competence, including good working knowledge of Microsoft Office.
- Ability to analyse and interpret data accurately and share key findings in an accessible way with relevant team members.
- Knowledge of financial reporting and recording.
- Understanding of GDPR & data law and its practical application in a workplace environment.
- Ability to communicate clearly and effectively to a wide range of constituents – with excellent written skills.

Desirable

- Ability to write complex queries and/ or code in SQL or other database language.
- Experience of working in the non-profit or charity sector.
- Understanding of the collegiate education system.
- Empathy with the need to diversify funding for higher education institutions.

- Demonstrate a strong customer focused approach.
- Be willing to adopt a flexible and collaborative approach to tasks.
- Demonstrate awareness of the multifaceted nature of the role, and be able to follow instructions and take direction.





- Have the ability to manage and coordinate a wide range of activities and responsibilities.
- Able to work independently and manage competing demands and tight deadlines.
- Proven track record as a team player, with an ability to work collaboratively with a wide range of people.
- Have a high degree of professionalism, organisational skills and personal integrity.
- Exceptional accuracy and attention to detail.
- Be approachable, enthusiastic and motivated with a 'can-do' attitude.
- Understand the importance of discretion and confidentiality.

Sidney Sussex College is an equal opportunities employer. The College reserves the right not to make an appointment.



TERMS AND CONDITIONS

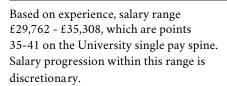


LOCATION

Sidney Sussex College Sidney Street, Cambridge CB2 3HU

Hybrid working will be considered after successful completion of the probationary period.





STATUS



REPORTING

Report into the Deputy Development Director.

HOURS OF WORK

The post is full time, 37.5 hours per week, requiring a dedicated candidate who will work such hours as are necessary to fulfil the responsibilities of the post. A flexible approach is required around busy times of the year for which time off in lieu will be given in line with College policy.

ANNUAL LEAVE

33 annual days leave, including public holidays.

PROBABTION PERIOD

NOTICE PERIOD

EQUALITY

If you have a disability, then please tell us if there are any reasonable adjustments that we can make to help you in your application, or with our recruitment process.

PENSION

Membership of the USS contributory pension scheme (current contribution rates are 9.8% by the employee and 21.4% by the College as the employer).

ADDITIONAL BENEFITS



- Free meals in the College servery when open whilst on duty.
- Hybrid working policy.
- Family friendly policies in place.
- Generous sick pay for employees out of probation.
- Subsidised gym on site, plus access to University Sports Centre at subsidised
- Oycle to Work scheme.
- Free flu vaccination.
- Use of College Library.
- Long Service Award (ten, twenty, thirty and forty years).
- Local discounts using University of Cambridge card.
- Training and development opportunities.

All subject to eligibility and availability. Full details available on request.





Six months.



Three months.





HOW TO APPLY

This search is being conducted exclusively for Sidney Sussex College by Caithness Consulting.



Eilish McDowell

Will be the Consultant who will lead on this role.

CONTACT DETAILS



+44 (0)7720 249200



eilish@caithnessconsulting.co.uk

We pride ourselves on our candidate centred approach and welcome initial confidential discussions with potential candidates before deciding to apply.

Should you wish to do so, please contact Eilish to arrange a convenient time. Alternatively, please submit a copy of your CV to Eilish along with a covering letter outlining why you believe you are a good fit for this role.

Anna Baskerville, Development Director, would be pleased to have a conversation with you prior to applying.



Sidney Sussex College Cambridge CB2 3HU www.sid.cam.ac.uk











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