**JOB DESCRIPTION**

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| **JD Unique ID:** |  |
| **Job Title:** | Database & Business Intelligence Manager |
| **Company:** | Self Help Africa  |
| **Location:** | Dublin with hybrid and flexible working arrangements in place |
| **Contract type:** | Permanent  |
| **Hours:** | Full time – 37.5 hours per week  |
| **Reports to:** | Director of Business Development |
| **Organisation overview:** | **About Self Help Africa & United Purpose** In late 2021 Self Help Africa (SHA) and United Purpose (UP) merged. The two organisations – one headquartered in Ireland and the other in Wales – implement projects to end extreme hunger and poverty.This merger doubled our size and reach – and means that in 2022 we are implementing poverty eradication projects in 17 countries, mainly in sub-Saharan Africa. Collectively, we are also part of a group that includes social enterprise subsidiaries Partner Africa, TruTrade and Cumo Microfinance. In 2022 our work will reach more than six million people and invest upwards of €45m in more than 100 development programmes designed to improve food systems, facilitate access to markets and financial services, combat climate change, gender inequality, and improve access to clean water, sanitation and hygiene. This is an exciting time to join us as we unite two like-minded and entrepreneurial organisations seeking to tackle the global challenges in progressive and innovative ways. |
| **Job Purpose:** | Assume overall responsibility for the fundraising database on Salesforce and assure the timely and accurate processing of regular giving files  |
| **Key Responsibilities:** | * Set up and maintenance tree planting sites in Salesforce
* Documentation of database functions
* Fulfil ad hoc data requests for other departments
* Preparation and submission of Direct Debit bank files monthly
* Oversee new donor onboarding
* Process bank statements for standing order matching
* Recurring credit card processing
* Support the processing of UK regular giving files
* Monthly reconciliation of bank accounts used for regular giving
* Oversee S848a claim form handling
* Prepare S848a claim for revenue
* Oversee the role of the Direct Marketing & Fundraising Assistant
* Undertake ad hoc duties with fundraising as required
* Tree allocation processing
* Gift-aid Processing
* Ad hoc report preparation
* Campaign set up and segmentation
* Reporting and modelling of ongoing and future campaigns based on historical giving data
* Email target list creation and segmentation
* Email additional scripting as required
* Email sender profile maintenance
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| **Key Relationships:** | **Internal*** Director of Business Development
* Direct Marketing Manager
* Direct Marketing and Fundraising Assistant
* Fundraising Team
* Finance Team
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| **Knowledge, Experience and Other Requirements** | **Essential*** QQI Level 8 qualification or higher
* 5 years’ experience managing CRM systems or equivalent
* Highly skilled in MS Office – especially Excel
* Excellent written and verbal communication skills
* Ability to prioritise workloads
* Sound judgement and capacity for innovation
* Enthusiastic and motivated
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*All candidates offered a job with Self Help Africa/United Purpose will be expected to sign our Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require Police/DBS/ [relevant police authority] vetting.*

**Self Help Africa/United Purpose strive to be an equal opportunities employer.**