



UNITED NATIONS CHILDREN'S FUND JOB PROFILE

I. Post Information

Job Title: Database Officer
Supervisor Title/ Level: Fundraising
Specialist/Individuals Donors/NOC
Organizational Unit: PFP Area
Post Location: Bogotá, Colombia

Job Level: NOA
Job Profile No.:
CCOG Code:
Functional Code:
Job Classification Level:

II. Strategic office context and purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Job organizational context

The PFP fundraising team within the Colombia Country Office for UNICEF is expanding to develop new income streams and is managing a fast-growing Salesforce donor base with an expanding number of donor recruitment channels. Within this context the Donor Management team, plays a vital role in helping to retain donors through excellent donor management, timely reporting, data analysis and efficient and effective customer service.

Purpose for the job

Responsible and leader for maintenance of donor and supporters database. Support external enquiries related to PSFR and provide timely and appropriate information in order to respond to individual donors, agencies and others. Provide other administrative, technical and technological support with focus in quality, security, efficiency cost, reporting and the collection funds processes.

III. Key functions, accountabilities and related duties/tasks:

Summary of key functions/accountabilities:

1. Responsible for maintenance and development of data structures, dimensions and models to facilitate constant improvements in analysis and insights leading to more informed decision making.
2. Manage a team of assistants, working closely with Fundraisers, ICTD, and Third party vendors / agencies
3. Improve effectiveness of database tools and services.
 - Testing, modifying and implementing improvements to database.
 - Assist in design and development of database or integration with other software's in collaboration with PFP and ICTD
 - Liaise with programmers, other super users, technical support teams.
 - Troubleshoot all database issues.
4. Ensures integrity of data and database at all times.
 - Monitor accuracy of data input from various sources before input into database.
 - Ensure data is secured.
 - Manage import and export of donor data with outsource data or processing supplier such as letter shop provider, telemarketing agency, online, etc.
 - Monitor database access.
 - Manage users' security access.
5. Upkeep of existing, and development of new reports and dashboards.
 - Perform constant monitoring of Key Fundraising KPIs and campaign performance with appropriate communication, response and escalation where necessary.
 - Responsible for delivering the following types of reports and analysis:
 - Tactical, day to day Fundraising reporting
 - Strategic Analytical reports driving longer term decision making
 - Regional and HQ led reporting such as QFR, RER, RDM, and IF
6. Monitor database performance
 - Keeping database up-to-date.
 - Perform regular database upkeep tasks to maintain data hygiene.
 - Ensure back-up and disaster recovery plans are in place and upheld.
7. Support Donation Processing and Customer Service when required.
 - Support telephone enquiries from individual donors such as donor pledge upgrades, pledge cancellation, change of donor information and dissuade donor form cancellation; and also general donation enquiries.
 - Opening, registering incoming mails containing donation forms, cheques, bank drafts and liaise with finance.
 - Ensure forms and other documents containing donor information are stored as per standard operating procedure.
8. Work with project teams such as the Supporter Engagement Strategy (SES) to articulate and define requirements, design and implementation of appropriate solutions.

<p>9. Adhere to UNICEF policies, procedures and compliance guidelines such as data privacy and PCI-DSS</p> <p>10. Constantly research and identify potential opportunities for improving data led insights or donor experience.</p> <p>11. Undertake any necessary additional work to support the wider fundraising programme, as agreed by supervisor.</p>

IV. Impact of Results

Providing timely support in areas of Customer Service, Database Management and Donation Processing will contribute to satisfied pledge donors and retention.

V. Competencies and level of proficiency required

(Please base on UNICEF Competency Framework)

<p><u>Core Values</u></p> <ul style="list-style-type: none"> • Care • Respect • Integrity • Trust • Accountability • Sustainability 	<p><u>Functional Competencies:</u></p> <ul style="list-style-type: none"> • Builds and maintains partnerships (L2) • Demonstrates self-awareness and ethical awareness (L2) • Drive for results with impact (L2) • Innovates and embraces change (L2) • Manages ambiguity and complexity (L2) • Thinks and acts strategically (L2) • Working collaboratively with others (L2) • Nurtures, leads and manage people (L1)
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VI. Recruitment Qualifications

Education:	<ul style="list-style-type: none"> • A university degree in one of the following fields is required: in computational engineer or any other discipline relevant to the job is an asset; proven knowledge of database management an asset; proven data entry and customer service ability.
Experience:	<ul style="list-style-type: none"> • Minimum of 1 year managing CRM database in a fundraising environment. Salesforce is required. • Experience of leading a team of database assistants, donor care staff or data entry processors.

	<ul style="list-style-type: none"> • Experience of Salesforce technologies (Sales Cloud, Service Cloud, Marketing Cloud) • Knowledge of computer programming will be an added advantage.
Language Requirements:	<ul style="list-style-type: none"> • Fluency in English and the local language at the duty station is required. Knowledge of another UN language is an asset