



JOB DESCRIPTION

Database Assistant

Reporting to:	Membership and Office Manager
Department:	Operations
Location:	CMF's London Office. Attendance at the office will be required for this role. Hybrid work will be considered after a successful probationary period.
Hours:	Part Time – 14 hours per week/2 days per week including either a Tuesday or a Thursday
Contract Type:	Permanent
Salary:	£10,817.60 per year (FTE £27,044)

Role Purpose

To work alongside the Membership & Office Manager and Accountant to understand all aspects of work with the membership database, and particularly, the processing of income received from members through a variety of sources and routes.

Key Accountabilities

- Keep the membership database up to date, particularly relating to those joining and leaving membership or changing band.
- Contact members about failed direct debit payments.
- Provide assistance to the Membership and Office Manager and Accountant to assemble, check and process batches of direct debit, standing order, credit card and other donations and-receipts.
- Contact members to suggest simpler ways to donate, especially in relation to donations by standing order and donations to departmental funds. Establish better standing order identification is as required.
- Develop and record a good understanding of basic CMF database management.
- Contact members about out of date email addresses and obtain up to date contact details.
- Contact members about returned mailings and obtain up to date mailing details.
- Contact members making over-payments of subscriptions with the aim of making the over-payment clearly a donation.
- Contact members without Gift Aid declarations to attempt to obtain a completed document; file Gift Aid declarations accurately.
- Reception duties including general phone answering and receiving visitors.
- Participation in daily worship activity.

Skills and Experience

- Evidence of numerical accuracy and the ability to add together lists of numbers.
- Evidence of having worked comfortably with numbers and worked to investigate and correct errors.
- Evidence of the ability to write clear, simple English in a courteous way.
- Evidence of a courteous telephone style and strong interpersonal skills.
- Evidence of being well-organised and able to progress more than one objective at the same time.
- Evidence of the ability to communicate verbally about numerical problems with accuracy and clarity.
- Someone who gives evidence of enjoying working as part of a closely knit team.
- Someone who is teachable and enjoys acquiring new skills and experience.
- Evidence of working with computer input and search.
- Strong Microsoft 365 skills.
- Database experience desirable but not essential.

Qualifications

- GCSE Mathematics and English at grade B or 6 or above.

Christian Ministry

- An occupational requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010, schedule 9.
- A committed evangelical Christian with a strong biblical foundation; participates in the shared worship and prayer of the organisation; is a witness to non-Christians of Christian beliefs and behaviour; represents CMF's beliefs to others.