



Job Title: Database Assistant

Role Summary

About UCD Foundation: UCD Foundation works to support University College Dublin in its pursuit of world-class education, teaching, research and innovation. The Foundation is engaged in fundraising activity for transformational, multi-year development programmes.

Within UCD Foundation, this role will sit within the Alumni Development team working across Alumni Relations, Annual Giving and Development to enhance engagement and affinity within the UCD alumni community.

Purpose of the role:

The Database Assistant will support UCD Foundation objectives and operations by maintaining and processing the database of alumni, donors, and organisation contacts.

The Database Assistant will sit in the Information Services Team, liaising closely with Alumni Relations, Annual Giving, and Development teams within the Foundation. The Database Assistant will handle data from various sources, provide database and record keeping support, and perform various administrative duties within the business.

The Database Assistant will:

- Implement best practice guidelines for data entry to ensure data is updated in a timely manner to agreed standards
- Manage data input on volunteer jobs and assignments on a weekly basis
- Data input on event participation
- Process monthly library access membership
- Update new Alumni Network member details on the Raiser's Edge database system
- Monitor Updated Details Forms from alumni and friends
- Keep data up to date across other relevant systems

The Database Assistant will drive the University's goal of increasing alumni engagement and development. and help to improve database integrity and increase alumni contactability.

Main Responsibilities and Duties:

- Work closely with other systems including UCD InfoHub, Email system, Alumni Network, Wordpress, Mole, Eventbrite, etc.
- Create emailing lists for communications, update campaign results to the Raiser's Edge database
- Process event registrations and volunteering activity in the database
- Conduct monthly membership record updates to ensure accurate record-keeping
- Maintain donor database by creating and updating constituent records, including relationship, and contact information
- Produce in a timely manner reports requested from the team and assist with general analysis of data



- Maintain and update the IS team policy and procedure guide
- Maintain data confidentiality and ensure compliance with Data Protection legislation
- Manage team data queries through Asana project management software
- Assist RE users with questions, provide database training and retraining as needed
- Work to improve data integrity in an ongoing fashion (e.g., duplicates, system synchronisation)
- Assist with other data entry and database cleanup projects, check errors, and make corrections
- Seek opportunities to automate processes and tasks where possible to free up time to take on additional responsibilities
- Liaising with other teams to ensure correct information available to be updated in the database in a timely manner
- Assist from time to time in coordinating activities of a team of part-time data entry assistants
- Plan, record, measure, and report on projects' progress
- Assist with various types of projects as required, undertake other duties as may be assigned from time to time

Person Specification

Education Standards:

- A third-level qualification or professionally trained with appropriate qualifications

Previous Experience:

- Experience using The Raiser's Edge or similar CRM database
- Computer literate – experience in Microsoft Word, Excel and PowerPoint.
- Experience with student/alumni database
- Experience with sending mass email communications
- Experience with Project management tool

Personal characteristics/competencies:

- Detailed-oriented and highly organized
- Methodical with excellent attention to detail
- Quick and accurate data entry skills
- Excellent time management and ability to work in a fast-paced environment and meet deadlines
- Excellent communication and multi-tasking skills
- Ability to work on own initiative and as part of a team
- Self-motivated, enthusiastic, and driven
- Ability to work well in a diverse environment with staff, faculty, students
- An eagerness to learn more about database management and gain valuable exposure to all related systems and processes



Desirable attributes:

- An understanding of GDPR compliance and e-privacy regulations
- Have experience with Excel and be comfortable using functions such as Vlookups and Pivot Tables, Macros
- Be able to work both independently and collaboratively
- The role commits a significant amount of time to data entry tasks, so having had some exposure to data entry processes and an understanding of best practice is an advantage
- Excellent at working with teams and coordinating their activities with business needs

Performance Criteria

Demonstrate initiative and ability to organise and prioritise a diverse workload in a busy environment. Ability to function as a member of a team to fulfil the wider team's responsibilities and pitch in where necessary.

What You Can Expect from Us

UCD Foundation is excited to be adding this role to our team. In return for enthusiasm and a willingness to learn from your colleagues, you can expect the opportunity to develop and thrive in a positive and collaborative work environment where each team member's contribution is valued and acknowledged.

We are committed to providing you with the knowledge and experience that will equip you to carve out a career in Education / Alumni Development, as well as transferable skills that would be attractive to future employers across every sector.

UCD Foundation employees are located in Ardmore House on the UCD Belfield campus, which is open five days a week. We currently take a hybrid approach to being on site.

Salary and Benefits:

- Attractive salary – negotiable depending on experience
- 21 days annual leave plus additional days (e.g. Good Friday, Christmas period)
- Opportunities for 'time in lieu' for specific volunteering days
- Generous paid sick leave entitlement
- Pension – defined contribution – 10% employer contribution, on completion of a successful 6-month probationary period
- Employee assistance programme
- Cycle-to-work scheme
- Opportunity for hybrid working
- Reduced employee rates for UCD Sports & Fitness
- International partnerships and knowledge networks (e.g. CASE membership)



Additional details/ Application process

The contract for Database Assistant is initially for *three years*, subject to a satisfactory probationary period. The successful candidate will be subject to a probationary period of six months.

All applicants must have the right to work in Ireland.

To apply, send a cover letter and CV to Caroline Doran, Human Resources Manager via email. Caroline.doran@ucdfoundation.ie with the subject line 'Application: Database Assistant.'

The closing date for applications for this role is November 16th, 2023.

UCD Foundation is an equal opportunities employer which welcomes applications from any individuals with the relevant skills and abilities to help make its diverse workforce more effective.

Further information on the work we do can be found on the following websites:

www.ucdfoundation.ie

www.ucd.ie/alumni