



Database Assistant

UCD Foundation is seeking a Database Assistant to join an expanding team and provide support and analysis for our Alumni and Fundraising activities.

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.

Purpose of the Role:

The Database Assistant will play a key role in supporting the UCD Foundation's operations and strategic objectives by maintaining and processing data related to alumni, donors, and organisational contacts. This is an important role at an exciting time for the organisation as we update and modernise our database and communications systems. The Database Assistant will help ensure continuity of data integrity, support testing and implementation activities, and assist in the smooth migration of data and processes.

Key Responsibilities:

- Ongoing Database Maintenance (Current CRM is Raiser's Edge)
- Implement best practice guidelines for data entry to ensure accuracy, consistency, and timeliness
- Record and update event participation data
- Maintain data across other relevant systems to ensure consistency and accuracy
- Support team members with data-related requests from the wider organisation
- Update new Alumni Network member details in the database system
- Input data related to alumni participation in events
- Monitor and process updated details forms submitted by alumni and friends
- Ensure timely updates from fundraising campaign software and other internal sources
- Research and verify alumni contact details and organisation details
- Record and manage returned mailings and deceased status updates with accuracy
- Assist in identifying and merging duplicate records to maintain database integrity
- Perform other administrative and data-related duties as assigned

CRM Transition and Implementation Support:

We expect to transition to an updated CRM environment in the coming months. Tasks associated with this include:

- Assist with data cleansing, deduplication, and preparation for data migration
- Participate in user acceptance testing (UAT) of the updated system, reporting bugs and usability issues
- Support the mapping and validation of data fields between the current and new systems
- Help document new processes and workflows as they are developed



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- Provide administrative support, including tracking tasks, and maintaining project documentation
- Actively learning how to use the updated CRM efficiently, assisting in training preparation and onboarding materials for end users on the team

Key Performance Indicators:

- Timely task management and completion
- Reaching agreed team targets for new data acquisition and updated details
- Achievement of individual performance goals around teamwork, communication and flexible thinking

Training:

You will receive formal/informal training in the following areas:

- Information Security and Data Protection
- Database Administration
- Internal Systems training

There will also be opportunities to develop your individual skillset via additional training.

Person Specifications and Qualifications:

Requirements:

- Experience working with CRM systems (experience with Raiser's Edge, or Salesforce is a plus).
- Proficiency in Microsoft Office Suite (especially Excel).
- Strong attention to detail and commitment to data accuracy.
- Strong administration and organisation skills.
- Experience with data migration or system implementation projects is desirable but not essential.

Personal characteristics/competencies:

- Excellent organisational and time management skills.
- Ability to work independently and collaboratively across teams.
- Excellent communication skills, both verbal and written.
- Strong interpersonal skills and ability to work within a team.
- Capable of working on own initiative.

Impact:

This role will directly support the University's goal of increasing alumni engagement and development by improving database integrity, enhancing contactability, and ensuring a successful transition to a modern database platform.



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.

UCD Foundation employees are located on the UCD Belfield campus. We take a hybrid approach to being on site with three days a week on site and up to two days a week working from home (there may be a requirement to be on site for additional days during probation period).

Salary and Benefits:

- Attractive basic salary - €28,000 to €32,000
- 21 days annual leave plus additional days (i.e. Good Friday, Christmas period).
- Generous paid sick leave entitlement
- Pension – defined contribution – 10% employer contribution.
- Employee assistance programme.
- Cycle-to-work scheme.
- Hybrid Working.
- Up to two weeks remote working.
- Opportunity to take unpaid leave over the summer (max two weeks).
- Reduced employee rates for UCD Sports & Fitness.
- International partnerships and knowledge networks (e.g. CASE membership, Charities Institute)

Additional details/ Application process:

The contract for this role is initially for three years subject to a satisfactory probationary period. The successful candidate will be subject to a probationary period of six months.

Please note that all applicants must have the right to work in Ireland. Unfortunately, this position does not meet the criteria for a General Employment Permit or a Critical Skills Permit.

To apply, please submit your CV and a cover letter outlining your relevant experience and why you are a suitable candidate for this position 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 12th September 2025.

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