

Person Specification



Job Title: Supporter Care & Data Operations Lead
Department: Database & Supporter Care
Location: Warwick
Responsible to: Database & Supporter Care Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications/ Knowledge	Good understanding of GDPR, data protection and data governance	Knowledge of fundraising regulations and good practice Understanding of Gift Aid requirements and processes
Previous Experience	Working with a CRM or database system Processing and maintaining large volumes of data accurately Coordinating workloads, priorities and deadlines within a team Providing day-to-day leadership, guidance or support to colleagues Providing a high standard of supporter or customer care Data imports, including identifying and resolving errors, exceptions and data quality issues Producing data selections, reports or management information	Income processing and reconciliation Working within a fundraising or charity environment Supporting volunteers
Skills and Attributes	Strong organisational skills, with the ability to prioritise and coordinate competing workloads Excellent attention to detail and a consistently high level of accuracy Strong IT skills, particularly Microsoft Office and Excel Ability to use CRM and database systems confidently as part of day-to-day operations	

	Ability to analyse information, identify inconsistencies and resolve practical problems Ability to monitor workloads, service standards and operational performance Ability to communicate clearly, professionally and compassionately with supporters and colleagues Ability to handle sensitive conversations and information appropriately Ability to build effective working relationships across teams, particularly fundraising and finance Ability to work independently, use initiative and take ownership for delivery Ability to remain organised and solutions-focused when working under pressure Ability to provide positive and consistent day-to-day leadership within a team Ability to set clear priorities and expectations and monitor delivery against them A collaborative approach, with the ability to build confidence and trust with colleagues Commitment to delivering an excellent supporter experience Proactive approach to identifying and implementing improvements to systems and processes Positive attitude towards change, innovation and new ways of working Commitment to accuracy, accountability and high professional standards	
Other	The right to work in the UK Able to work across Myton sites when required	