

Pancreatic Cancer UK

Job information pack

Database Officer – 1 Year Fixed-Term
contract

Thank you for
your interest in
Pancreatic
Cancer UK



I am delighted that you are interested in working with us. If you decide to apply for a role at Pancreatic Cancer UK, and go on to join us, I know you won't be disappointed.

I joined the charity as CEO over 3 years ago and since then I have been so inspired by the incredible team we have at Pancreatic Cancer UK; by our amazing supporters, and by all that those affected by pancreatic cancer do to help us in our mission to transform the future. Almost without exception, those who join our team find they too are similarly inspired and determined to make a difference. If you want to be part of generating real, positive change, then Pancreatic Cancer UK is the place for you - and helping us to make that change is never more important:

We're facing a pancreatic cancer emergency.

Too little has improved and too many people are dying. It's unacceptable that more than half of people diagnosed with pancreatic cancer die within 3 months.

Survival rates have improved enormously for most cancers, but sadly, for pancreatic cancer, this is not the case. Symptoms are often vague and not recognised. People are experiencing unnecessary delays to get diagnosed, and waiting too long to be referred for treatment. Alongside this, effective new treatments are not being developed. As a result, 9 out of 10 people with pancreatic cancer don't get the treatment they need to give them the best chance to survive.

More people will die from pancreatic cancer than breast cancer by 2026.

Nearly 10,500 people a year are diagnosed with pancreatic cancer, but it has the lowest survival with around 9,000 dying every year. Despite being a common cancer and having the poorest survival rates, only 3% of the annual UK cancer research budget goes into pancreatic cancer. This is shameful.

There is hope.

By working together, our actions today can transform the future for people affected by pancreatic cancer.

Thanks to our staff and our amazing supporters, we are making a stand and demanding a better future through funding research and campaigning for change.

But we're also here for those that need us today.

We don't want anyone to have to face pancreatic cancer alone. Our specialist nurse Support Line, expert information and services connects people with similar experiences. We provide people with pancreatic cancer and their families with practical steps and emotional support when they need it most.

But we can't do any of this alone - **we can only succeed and transform the future if we take it on together.** You could be a key part of our success.

This is a great role and a very exciting time to join the charity. We are an ambitious charity working with one of the toughest cancers. As we come out of the pandemic and our current five-year strategy comes to an end, our priority is to have a robust and immediate plan in place. So, we have developed a new, ambitious two-year plan in response to Covid and, alongside this, we are working on our longer-term strategy, which will drive forward our ambition to transform the future for people affected by pancreatic cancer.

Your reward will be to see more people with pancreatic cancer have the chance to live longer, better lives. What's more, you'll be joining an incredible team and a great place to work:

- **We're a small charity, so you'll feel part of a team**, not a machine. We celebrate all our achievements together, we make sure new starters get a great welcome, and we never forget we are a community where everyone has value.
- **We're passionate about our cause**, and are in a strong position to make a difference.
- **We make sure you can give your best** – we'll invest in your learning and development, we'll value your skills and experience, and we'll give you the chance to shine.
- **We have a great team of passionate and determined staff and supporters**, with strong partnerships with patients, families, fundraisers, medical professionals, researchers and policy-makers.
- **We encourage a healthy work-life balance** and are always happy to discuss flexibility in light of the role requirements and your own personal needs. We have high levels of job satisfaction and a collaborative and innovative culture – and I know everyone here would join me in being proud to work here. We are currently working remotely from home due to Covid restrictions. We are also considering an appropriate blend of working from home and in the office, so that staff can work flexibly once the office is fully open once again. So if you feel excited and inspired by the prospect of joining us to play a vital role in our mission to transform the future for everyone affected by pancreatic cancer, we would love to hear from you. We are working hard to create an inclusive workplace and therefore welcome applications from people of all backgrounds and experiences, as well as applicants eager to embody our values; Determined, Compassionate, Pioneering and With Integrity.

Please find enclosed further information about the Charity, the disease and this position, and do take a look at our website and read through the job description and person specification for more information and whether your skills and experience are a fit for this role.

We hope to hear from you soon.

With best wishes,

Diana Jupp
Chief Exec

Job Description

Database Officer

It's unacceptable that more than half of people diagnosed with pancreatic cancer die within 3 months. Survival rates have improved enormously for most cancers, yet for pancreatic cancer, this is not the case. And, with treatment and care affected by the pandemic, the situation has only got worse.

Pancreatic Cancer UK is a national charity dedicated to taking on this injustice using every possible means. We're supporting people with pancreatic cancer now, campaigning, and funding vital research to transform the future.

Background

This is an important role in a dynamic and growing data team focussing on maintaining essential data streams between external sources and our fundraising and marketing database.

The Data Team is part of the Fundraising and Marketing Directorate and our work underpins our marketing, fundraising, communications and patient support activities. The charity is rapidly growing and data plays an increasingly pivotal role in our fundraising, marketing, campaigning and services activities and consequently we are continually seeking to improve our data processes in order to better support these activities.

The successful candidate will have experience of using Raisers Edge in general and will have experience of importing data onto Raiser's Edge environment. Experience of using Import-O-Matic would be advantageous.

Purpose of the role

Contribute, as a member of the Data Team, part of the Fundraising and Marketing Directorate, to the provision of a high-quality service to internal stakeholders across the charity.

Oversee day-to-day import processes as directed by the Database Manager, ensuring that the data we import is efficiently and accurately imported to the agreed schedule.

Key accountabilities

- Ensure that supporter data from external sources is imported in an efficient manner and to agreed timelines onto the Raiser's Edge
- Build queries as required in Raiser's Edge in support of internal and external stakeholders as required
- Proactively provide data support for all internal stakeholders
- Ensure that all data is captured and recorded and in compliance with GDPR regulations and internal policies

- Ensure data hygiene by preparing and running appropriate data checks and addressing issues uncovered on a regular basis
- Providing support for structural changes to the database as directed by the Database Manager including global changes to the database as required Provide support for financial reconciliation activities as required
- Support staff across the organisation in their use of the database, ensuring that data protocols are followed
- Help develop documentation of new procedures in order to achieve greater efficiency in our use of the database
- Liaise with internal stakeholders to ensure import routines meet their reporting requirements
- Actively seek improvements to the way we do thing
- Provide support for the Database Manager, your colleagues in the Data Team and other internal stakeholders as required

General responsibilities

- Any other duties as directed by and agreed with the Database Manager

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Person Specification

Skills, knowledge and experience	
Essential	
1	Have knowledge of the charity sector and how databases are used to support fundraising and manage donor relationships
2	Proven ability of working with Raiser's Edge which includes creating and managing records, Queries and data housekeeping
3	Knowledge of database processes, architecture and hierarchies
4	Have proven ability of undertaking a variety of import processes
5	Excellent attention to detail including the ability to identify issues with data quality or accuracy
6	Have proven ability in supporting teams in a busy office with diverse data requirements
7	Have proven ability in meeting deadlines and the ability to flag up potential bottlenecks
8	Have good Excel skills and have familiarity with other software tools to manipulate data
9	Good written and oral communication skills and the ability to liaise with internal stakeholders to ensure import processes meet their reporting and analysis requirements
10	Demonstrable ability to manage multiple tasks concurrently
11	Ability to pick up and apply new knowledge and skills quickly
Desirable	
1	Familiarity with import packages such as Import-O-Matic would be beneficial

A criminal record check is not currently required for this role.

Personal qualities and other requirements are:

- Commitment to our vision, mission and values: Determined, Compassionate, Pioneering, With Integrity, and to learning and development
- Commitment to health and safety, data protection, equality and diversity and safeguarding compliance and best practice
- Understanding and acceptance of Pancreatic Cancer UK's policy on the use of animals in research which is in accordance with the AMRC
- It is essential you have to have the right to work in the UK at the time of application.

Main terms of employment

Database Officer

Reporting to:	Database Manager
Salary:	£28,500 - £30,500 per annum (Dependent on experience)
Location:	London SE1 (temporarily remote working from home due to Covid-19)
Hours:	Full-time, 35 hours per week, Monday to Friday
Tenure	1 Year Fixed-Term Contract
Holidays:	25 days per year, plus bank holidays. The holiday year runs from 1 April to 31 March.
Pension:	Eligible employees will be automatically enrolled into our Royal London pension scheme on their start date. PCUK will contribute 4% of gross salary; employees are required to contribute 3% of gross salary rising. Employees can opt out of the scheme at any time.
Benefits:	We offer travel loans for the purchase of an annual season ticket, death in service benefit and paid compassionate leave. We also operate a Cycle to Work Scheme. All employees have access to our employee assistance programme offering a free, confidential helpline on work and personal matters.

How to apply

- 1) Please submit Section 1 and Section 2 of the application form to jobs@pancreaticcancer.org.uk
- 2) The closing date for submitting applications is Monday, 2nd August 2021 at 9 am.
- 3) Interviews will take place remotely via a Zoom video call, the 11th and 12th August 2021
- 4) If you are invited to interview, you will be asked to provide a scan / clear photo of your right to work before the interview to prove your right to work in the UK.

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