



## Role: Data Support Officer

**Job summary:** The Data Support Officer is responsible for providing day to day technical support and guidance to organisations to share their grants data openly. The role involves ensuring grantmaking organisations feel supported through the 360Giving publishing process and engaging with them on ways to improve data quality. The postholder will lead on monitoring what information is being shared, as well as supporting fundraising, reporting and other operational tasks required in a small non-profit organisation.

**Hours required:** 37.5 per week (full time)

**Line manager:** Support and Engagement Manager

| 1 Core Responsibilities                                                     |                                                                       |    |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------|----|
| Responsibility – initial % to be reviewed after probation and then annually |                                                                       | %  |
| 1                                                                           | Support and engagement with new and current 360Giving data publishers | 50 |
| 2                                                                           | Support outreach to prospective data publishers                       | 20 |
| 3                                                                           | Organise workshops and networking events                              | 20 |
| 4                                                                           | Support with fundraising and operations                               | 10 |

| AREA OF RESPONSIBILITY 1: Support and engagement with new and current 360Giving data publishers |                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a)                                                                                              | Act as first point of contact for the 360Giving Helpdesk, working with the Support and Engagement Manager and technical support team to respond to enquiries about open grants data publishing and providing how-to guidance to people with a range of technical and data skills. |
| b)                                                                                              | Contribute to the development and maintenance of tools and platforms that make it easier for organisations to share and understand their data, and develop publisher support guidance and improve existing materials based on user feedback.                                      |
| c)                                                                                              | Engage with current publishers on improving data quality and frequency of updates.                                                                                                                                                                                                |
| d)                                                                                              | Maintain the CRM database of contacts and publisher support records and produce mailing lists for use in external communications, ensuring that personal data is processed in line with 360Giving's data protection policy.                                                       |
| AREA OF RESPONSIBILITY 2: Support outreach to prospective data publishers                       |                                                                                                                                                                                                                                                                                   |
| a)                                                                                              | Assist the Support and Engagement Manager and CEO with outreach to grantmaking organisations in line with 360Giving's strategic goals, including identifying suitable targets and ensuring timely and appropriate follow up.                                                      |
| b)                                                                                              | Attend meetings with prospective and current publishing organisations and participate in external events representing 360Giving to our different target audiences.                                                                                                                |

| <b>AREA OF RESPONSIBILITY 3: Organise workshops and meet-ups</b>         |                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a)                                                                       | Ensure the smooth running of workshops and networking events, including planning, marketing, bookings, catering orders, liaising with presenters and following up with attendees.                                                      |
| b)                                                                       | Provide administrative support for the Standard Stewardship Committee and related practitioner working groups, including arranging meetings, taking notes, communicating with participants and posting updates to the 360Giving forum. |
| <b>AREA OF RESPONSIBILITY 4: Support with fundraising and operations</b> |                                                                                                                                                                                                                                        |
| a)                                                                       | Support the day to day operations of 360Giving including general administration and assisting with preparing funding proposals and reports.                                                                                            |
| b)                                                                       | Collect monitoring data and contribute to 360Giving's regular performance reporting for the board and funders.                                                                                                                         |
| c)                                                                       | Liaise with project contractors and support with project delivery as appropriate.                                                                                                                                                      |

| <b>2 Performance Indicators</b> |                                                                                                                          |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 1                               | Responsive and timely helpdesk support provided to grantmakers in line with publisher targets and organisation strategy. |
| 2                               | Publisher guidance and tools developed and regularly maintained based on user needs.                                     |
| 3                               | Active engagement with key stakeholders via relevant and well-planned events, workshops and meet ups.                    |
| 4                               | Timely and effective support with fundraising and operations tasks as required.                                          |

| <b>3 Essential Requirements</b> |                                                                                                                                                               |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1                               | Experience of responding to customer queries and/or providing helpdesk support via telephone, email and face to face.                                         |
| 2                               | Experience of using Excel to manipulate and transform data.                                                                                                   |
| 3                               | Proactive and focused on getting things done, with experience of managing competing priorities and balancing reactive support work with longer term projects. |
| 4                               | Experience of using a CRM system to manage contacts and maintain customer records.                                                                            |
| 5                               | Able to explain technical concepts in an accessible way with experience of maintaining and preparing user guidance.                                           |
| 6                               | Patient and with good attention to detail, motivated to learning new skills and share knowledge with others.                                                  |
| 7                               | Interest in the UK charitable giving sector and how data sharing can make it more impactful.                                                                  |