



Data and Communications Officer

Reporting to: Business Development Manager

Base: Younghayes Centre, Cranbrook

Hours: 25 hours per week

Salary: £14,657 (pro rata of £21,693 full time equivalent).

Main purpose of the role

Under the leadership of the Business Development Manager, the Data and Communications Officer will be responsible for managing and monitoring all data relating to services delivered by Action East Devon and developing internal and external communications including web and social media.

Key Tasks:

- Lead work to coordinate, collate and analyse monitoring data from the CharityLog database
- Provide support, guidance and troubleshooting to staff using Charity Log
- To provide regular quantitative and qualitative monitoring reports for all services provided by Action East Devon, including case studies and narrative reports as required.
- Support the Business Development Manager in producing funding applications and reports to funders
- Maintain Action East Devon's website and develop the use of social media including Facebook, Twitter and Instagram by producing suitable, regular posts.
- Produce regular newsletters and bulletins.
- Develop and maintain Action East Devon's fundraising database
- Support Action East Devon's services in developing and delivering a calendar of fundraising events
- Ensure Action East Devon is compliant with Data Protection regulations
- Undertake other duties as may be required and are commensurate with this role.

Person Specification

- Experience in using CRM databases such as Charity Log
- Experience of using Microsoft Office programs
- Experience of graphic design software
- Experience of maintaining websites and using social media.
- Proactive and organised, with excellent attention to detail and problem solving skills.
- A flexible approach to work, with the ability to work independently using own initiative and as part of a team, supporting colleagues when necessary with tasks or requests.
- Excellent interpersonal and communication skills
- Experience of working or volunteering in the charity sector
- Commitment to the Vision and Values of Action East Devon.

March 2019