Dementia devastates lives. By 2021, 1 million people will be living with the condition. But dementia won’t win. Until the day we find a cure, Alzheimer’s Society will be here for anyone affected by dementia – wherever they are, whatever they’re going through. Everything we do is informed and inspired by them.

We are the UK’s leading dementia charity. Every day, we work tirelessly to find new treatments and, ultimately, a cure for dementia. We provide expert information, training, and support services to all those who need our help. And we are creating a more dementia-friendly society so people with the condition can live without fear and prejudice.

About the role

Working in our Fundraising Database Support team (FDS) you will have a key role in maintaining and improving our CRM by:

- ensuring data is scrutinised and reconciled prior to import and then imported accurately;
- identifying and resolving database issues and promoting database use and accuracy amongst colleagues at all levels;
- providing first class supporter care, maximising income and ensuring the best possible customer experience is delivered to Alzheimer’s Society’s supporters, staff and volunteers;
- communicating with colleagues at all levels and with external contacts to optimise, schedule and document core processes.

You will be managing a Fundraising Database Assistant and be supported by the Fundraising Database Executive and the rest of FDS.

About you

We are looking for a self-motivated and driven individual who is able to demonstrate reliable attention to detail and strong data maintenance skills. You will have an inquisitive approach and be comfortable challenging existing processes, driving towards a common goal of continuous improvement.

As a critical part of the team helping to migrate our CRM to a new system (thankQ) over the coming year, you will be able to master existing data processes and assist with the programme of development.