Job Description

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Summary

Job title	DARS Data Quality Officer
Division	University Administration and Services
Department	Development and Alumni Engagement
Location	University Offices, Wellington Square, Oxford OX1 2JD – with possible options for hybrid working.
Grade and salary	Grade 5: annual progression from £31,459 to £36,616 per annum, with a possible extension to £39,749 including an Oxford University Weighting of £1,500 per year (pro rata).
Hours	Full time *(36.5 hours)*
Contract type	Permanent
Reporting to	DARS Data Analyst
Vacancy reference	179316
Additional information	Applications are welcome and encouraged from all sectors of the community and are especially keen to encourage candidates from under-represented groups to apply. Development and Alumni Engagement is committed to equality, and values diversity. We support a range of flexible working arrangements, including when and where you work. The responsibilities of this post mean that you will need to work on-site regularly. We would be happy to discuss this with you at any point in the application process.

Development and Alumni Engagement (DAE)

DAE is led by Liesl Elder who, as Chief Development and Alumni Engagement Officer at the University of Oxford, reports directly to the Vice-Chancellor. DAE's mission is to help secure philanthropic support for the University, and build an engaged, informed and active alumni community. Through working in partnership with academic, development, and alumni colleagues throughout the collegiate University, DAE builds enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and increases financial support for agreed academic priorities.

The office is one of the central administrative departments of the University, collectively known as University Administration and Services. Due to the nature of its work, DAE collaborates closely with a number of other units and teams, particularly Public Affairs, Finance, Research and Legal.

In 2019, the University and the colleges completed the *Oxford Thinking Campaign*, which raised £3.34bn, and is the most successful higher education fundraising campaign in Europe. The University is currently planning its next major campaign and, as a member of DAE, the post holder will have a key role to play in helping realise its successful delivery.

In addition to front-line fundraising and alumni engagement staff, DAE has a number of teams that cover particular support functions. These include:

- Donor Relations
- Events
- Research
- International Engagement
- Development and Alumni Relations Systems (DARS) (which supports the Development and Alumni Relations database)
- Philanthropy Writing
- Marketing and Communications

It also works closely with Gift Registry, part of the Finance Division, which records and processes donations received by the University and on behalf of colleges. In addition, there are four overseas offices whose remit includes development and alumni engagement; these offices are located in North America, Japan, Hong Kong, and Europe.

For further information please visit: Development Office (ox.ac.uk) and HOME | Oxford Alumni

DAE is committed to equality and values diversity. The University holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

Development and Alumni Engagement values

The following points lay down the foundations of DAE's working ethos, culture and values. Aspirational and celebratory in turn, they provide a central framework for individual members of staff and teams, encouraging personal and professional growth.

- **We value each other** – We respect the professional expertise of our colleagues. An approachable, friendly and kind office, we work in an environment where transparency of action and clarity of intent create openness and trust.

- **We work collaboratively** – Whether within our own teams, across DAE, the collegiate University, or beyond, working collaboratively is second nature to us, and enables us to navigate complicated landscapes successfully.

- **We go beyond** – We prize working with a high degree of autonomy and trust, and deliver a wide range of projects to the very highest standards. We are committed to personal, professional development.

- **We are part of something bigger** – Our work supports the strategic priorities of the University of Oxford. We take pride in the contribution we – individually and collectively – make to the University.

The role

The University of Oxford is founded on the quality of its teaching, scholarship and service to society. It is working harder and faster than ever to create new knowledge and find answers to global problems, helping to make a more equitable society and educate the next generation of leaders.

Philanthropy plays a critical role in enabling Oxford to maintain and build on its status as a world-class centre of learning. The University of Oxford has been successful in raising donations from a broad, international range of donors, including alumni, non-alumni, foundations and trusts, and corporations. Major and principal gifts have played a significant part in our success with the *Oxford Thinking* Campaign and these gifts have made a number of important projects possible.

DAE has implemented an advanced constituent relationship management system, known as the Development and Alumni Relations System (DARS), which is available to support development and alumni relations activity across colleges, faculties, departments, administrative units, international offices, recognised alumni societies, and sports

and other entities associated with the University (known as Participants). Live since 2009, the primary purpose of this System to provide a common source of data on all alumni, donors and friends of the collegiate University.

The underlying database comprises data that have been collated by the University and each of the Participants, and the intention behind this shared resource is to improve mutual understanding, by enhancing the quality of our communication at all levels and developing a better appreciation of our relationship with alumni, donors and friends. DARS includes a relationship management and fundraising database with analysis and reporting tools called Blackbaud CRM (BBCRM) and an integrated web portal for alumni to update their own contact details and book places on events called Blackbaud Internet Solutions (BBIS), alongside several other smaller software tools. The System is currently used by members of UODO and the Alumni Office and by around 50 other departments and colleges. For the purposes of the Data Protection Act 1998 ("the DPA"), the University and the applicable Participant(s) are joint "data controllers" of the personal data held in DARS.

DARS is supported by the DARS Support Centre. This team consists of four groups, one of which is the Data Team (the other three are Functional Support, Website Production and Process & Training).

The DARS Data Officer provides support to all current users (via the DARS Helpdesk) and to help ensure that data is held and used appropriately at all times by performing regular data checks to maintain the quality and integrity of data in the System. There is also a requirement to update DARS with new data received online or offline from alumni, donors, students, staff and friends (including processing contact update forms which are sent out regularly).

The post holder will be a service-oriented, dynamic and pro-active individual with excellent communication and interpersonal skills. The post holder will thrive in a complex and demanding environment that is committed to excellence.

Key relationships: Members of the Data team; other members of the DARS Support Centre; other members of the Development Office and Alumni Relations Office; members of IT Services; Departmental and College development staff; other administrative staff as appropriate.

Purpose: To meet the objectives outlined below and other key strategic priorities as identified by the University.

The post holder will be able to use the support services provided (accounting, database, communications, stewardship and research). The post holder will be based in central Oxford, but they may be able to agree a pattern of regular remote working with their line manager.

The line manager will regularly review progress. There may be opportunities for career development within the office structure. DAE seeks to support and encourage staff to help them reach their potential, providing access to appropriate courses and training whenever possible, as well as a comprehensive induction process.

DAE's work covers a wide range of activities and priorities which will inevitably change from day to day. All staff operate as a team, and, while each has their own responsibilities, they are expected to assist each other in peak periods. The post holder will need to become conversant with the University as a whole and especially with the numerous academic staff and volunteers.

Responsibilities

The duties of the post are set out as they are envisaged at present, but it will be important for the person appointed to be versatile and adaptable, and able to contribute to the development of the fundraising and alumni engagement functions of the collegiate University.

Second line support

- Explain the process of data extraction to DARS users. This includes the writing, testing and validation of data queries and the production of reports (in a variety of formats) to support the activities of these users.

- Assisting new users on working through DARS processes, such as bulk mailings, bulk emailing, and events processes.

- Execution of reports, including use of parameterised reports such as the Subject Access Report, to support the needs of DARS users.

- Acting as second line support to the DARS user community answering "how to" questions, supporting "User Groups", advising current Users/Participants, supporting masterclasses/themed sessions, and providing guidance about processes

System management

- Assisting with the processing of BBIS new User registrations and User Profile updates from alumni/friends into BBCRM and with recording personal information supplied by new graduates (including through the email registration process).

- Applying amendments/additions on a daily basis to DARS from information received from data subjects, colleges and fundraisers. Maintaining a log of direct contact with alumni, donors and friends.

- Researching and processing duplicate records to ensure data consistency.

- Dealing with returns generated as a result of mailings, and applying mailing blocks when necessary on instructions from recipients. Making changes to names, addresses etc and flagging records as deceased.

- Maintaining the quality of information held on the database by ensuring consistent adherence to data entry and amendment procedures. Taking steps to uncover and correct data anomalies by the investigation of database field categories where inconsistency is suspected.

- System administration of BBCRM, including global updates; maintenance of Helpdesk incident management (within an Incident Management System, "ITSM"), and other communications; and System-wide monitoring of processes and data, of User and Participant adherence to the Participation Agreement and of Data Protection compliance.

- Ensuring that activities are carried out within the stipulations of the DPA and the Privacy and Electronic Communications Regulations 2003 ("PECR") and compliance with constituent "opt-out" requests (e.g. solicit codes), data removal requests including "skeleton records" and Subject Access Requests.

- Investigating GDPR and PECR data breaches, documenting what happened, and reporting findings to the central university data breach team

Migration and testing

- Testing and other support for new Participant data migrations, regression testing of system updates (new releases/patches) and testing of data-fixes. Assistance with system-wide/Participant cleaning of data.

- Maintaining code tables for addresses and address formats, industry and job category codes, name formats and titles, attributes, mailing codes, etc.

- Assistance with post-migration DARS setup, such as setting up suppression and "Smart" fields.

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You will also carry out any other duties which are requested by the line manager and are commensurate with the grade of this post.

Selection criteria

Essential selection criteria

Experience and knowledge

- Confident use of Word and Excel, including experience of Excel functions, and an understanding of file types and file formats.

- Broad competence in a range of software applications including email, web browsers etc;

- Experience of working with relevant database solutions and the appropriate toolsets for analysing and manipulating them; and/or proven analysis and innovative technical or problem-solving skills;

- Proven track record of planning and taking responsibility for a range of data-related tasks including adherence to work request deadlines and schedules, of managing their own work successfully and of working effectively as part of a wider team;

- Knowledge of the legislation governing personal data management.

Skills and abilities

- Excellent written and verbal communication skills, including the ability to relate confidently and effectively to users at all levels and all abilities, and via all appropriate mechanisms including email, telephone, face-to-face and screen-sharing;

- Keyboard skills and an aptitude to enter data quickly and accurately whilst maintaining a high level of alertness to the quality and meaning of the information being processed;

- Ability to write data queries to enable the efficient and accurate extraction of data from the database in a number of formats and to manipulate and re-order data in ways to make it acceptable to users;

Attitudes

- Enthusiastic and positive attitude towards working with data management in a changing environment

Desirable selection criteria

- A high level of general education;

- Understanding of issues in data management and analysis; ability to compare data fields between databases for commonality and mapping; and ability to use common database system tools to investigate and analyse structures;

- Experience of Blackbaud software solutions such as Blackbaud Enterprise CRM and Blackbaud Internet Solutions.

- Experience of working in higher education and or fundraising.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:
https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

We encourage applicants from all sectors of the community and are keen to encourage candidates from under-represented groups to apply. The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. For more information about equality-related networks for staff and students, please visit https://edu.admin.ox.ac.uk/networks#/

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to submit a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please submit all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly at
recruitment@dae.ox.ac.uk

To return to the online application at any stage, please go to: https://www.recruit.ox.ac.uk/.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more https://staff.admin.ox.ac.uk/health-assured-eap

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see https://hr.web.ox.ac.uk/family-leave). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society