



Database & Insights Manager

Full time (part time will also be considered), Permanent

Salary range from £37,694 to £39,906 depending on skills and experience

The College

One of the largest Colleges in the University of Oxford, with around 900 students, St Anne's is known for being down-to earth, ambitious, outward facing and collaborative. We aspire to understand the world and change it for the better.

Established in 1879 to enable women from all backgrounds to access an Oxford education, the College is committed to securing our legacy and future by being a diverse and inclusive community that is the home of choice for the brightest and most ambitious from all backgrounds, including those who may think that Oxford is not for people like them.

Our community includes undergraduate and graduate students, academics involved in world leading research and teaching, and staff from a wide range of professional backgrounds. Helen King, our Principal since 2017, is a graduate of St Anne's who took on the role after a thirty-year career in policing.

As a Charity and one of the more modern Colleges, our finances depend upon a diverse range of income streams including a successful vacation conference business and the generosity of our worldwide network of committed alumnae and donors.

At St Anne's we are committed to sustainability and our collective responsibility to preserving the environment. We are working in support of the University of Oxford's target of being carbon net neutral and biodiversity net gain by 2035. We expect all members of College to work towards these goals.

For further information about the College, please visit <http://www.st-annes.ox.ac.uk>

Development at St Anne's College

As a Charity and one of the more modern Colleges we do not have a huge endowment to rely on. Our finances depend upon a diverse range of income streams including the generosity of our worldwide network of committed alumnae and donors. The Development Office is primarily focused on fundraising and alumnae relations. We have ambitious plans to develop the way we engage with our alumnae and supporters. As well as funding an existing programme of student support, scholarships, welfare, and other College priorities, we are working on plans for our 150th Anniversary in 2029. In addition to a series of global alumnae engagement activities, the anniversary campaign will seek to grow the size of the College endowment to support the ongoing needs and priorities of St Anne's for the next 150 years. The Development Office will be at the heart of this growth. This is an exciting time to join our team and be part of the College.

Overview

Job Title	Database & Insights Manager
Location	Oxford
Reports to	Deputy Development Director
Direct Reports	None

Based in the Development Office, the Database & Insights Manager will be a specialist member of the team, responsible for the effective management, development and optimisation of the current Development CRM 'DARS'. The successful candidate will play an important role in supporting fundraising strategy through data analysis, advanced segmentation and reporting and will lead the technical delivery of any future database migration project.

The role offers the opportunity to shape systems, processes and reporting frameworks within a modern and ambitious Oxford college environment. It requires a proactive and analytical individual who can balance strategic oversight with detailed and accurate delivery. The post-holder will work closely with colleagues across Development, Finance and IT to ensure data integrity, high-quality reporting and analysis, and to support informed decision-making around major gifts and fundraising priorities.

We seek a person who is capable of managing complex datasets with accuracy and confidence, leading system improvements and producing clear, actionable insight to inform fundraising decision-making. The post requires someone who can work independently, manage competing priorities and communicate technical information clearly to non-technical colleagues. The successful candidate will be a curious problem solver, motivated by improving systems and processes and enabling colleagues to use data effectively in support of fundraising success.

Key areas of responsibility

- Manage the alumnae database ('DARS') and ensure that data held on alumnae, donors and friends is GDPR compliant, comprehensive, and up to date.
- Act as the Development Office's subject-matter expert 'Super User' for DARS and any subsequent CRM system, advising and supporting colleagues on functionality, query design, segmentation, and reporting.
- Design and run complex data selections and segmentations to support fundraising campaigns, stewardship activity, events, and major gift strategy.
- Develop and maintain dashboards and reporting tools to support the Development Office.
- Support the Development Manager in the analysis of donor behaviour, retention, upgrade opportunities, campaign performance, and pipeline movement to inform fundraising planning and activity.
- Maintain high standards of data quality, undertaking periodic audits and implementing improvements to enhance efficiency, reporting accuracy, and system usability.

Support the prospect management processes, working with fundraisers to identify and assign new prospects within the team. Ensure compliance with UK data protection legislation and data governance best practice, including consent management, data retention, security procedures, and the effective stewardship of personal information.

- Represent the College at the University's Data Protection Network meetings, working alongside key users from across the University of Oxford.
- Engage with the central University team on 'Halo' (proposed successor to DARS) and coordinate and support the delivery of the technical aspects of any future College CRM migrations, including data preparation, testing and post-implementation review.
- Undertake any other duties commensurate with the grading of the post as requested by the Director of Development and the Deputy Development Director.

Personal specification

- Substantial experience of working with fundraising or development CRM systems and complex datasets (preferably DARS, Blackbaud products and Microsoft Dynamics).
- Advanced IT skills, including advanced Excel (particularly pivot tables, data manipulation and analysis) and experience of using reporting and business intelligence tools, such as Power BI.
- Excellent analytical skills with the ability to interpret data and present insight clearly and concisely.
- Strong written and verbal communication skills, with the ability to explain technical matters to non-technical audiences.
- Excellent organisational skills and attention to detail, with the ability to manage multiple priorities and meet deadlines.
- Ability to work independently and exercise sound professional judgement.
- Experience of working collaboratively across teams, including liaison with Finance and IT colleagues.
- Professionalism, discretion and the ability to handle sensitive information appropriately.
- A proactive approach to problem-solving, with flexibility and initiative.

Terms and Conditions

Appointment:	This appointment will be subject to satisfactory provision of proof of the right to work in the UK. Appointees who are not British or Irish nationals will need a UK visa or proof of settled or pre-settled status.
Hours of work:	36.25 hours per week, Monday to Friday. Normally 9.00 am – 5.15 pm with a 1 hour unpaid break. Applications for part time work will also be considered.
Salary:	Salary range from £37,694 to £39,906 (pro-rata for part time roles) depending on skills and experience
Annual Leave:	38 days per year (pro-rata for part time roles), this includes 8 public holidays. Some holiday must be taken during winter closure. All other holidays will be agreed with the Manager.
Probation:	Four months
Notice:	One month during probation or three months thereafter.
Pension:	The College offers membership of USS.
Meals:	Free lunch is provided on working days, when the post holder works either side of lunch.
Employee Assistance Programme:	A confidential employee benefit designed to help you and your immediate family deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. A 24/7 helpline is available to assist you which can provide counselling support as well as a smartphone app and wellbeing portal to access further information.
Bicycle Scheme:	Assistance to purchase a bicycle through a loan scheme.
Bus pass scheme:	A bus pass can be purchased at a discounted rate
Childcare:	St Anne's offers quality childcare provision services to College staff and students via our on-site Nursery. Subject to availability.
Family Friendly Policies:	Salary sacrifice scheme for Childcare. Enhanced family friendly policies.
Flu jabs:	Free annual flu jabs are offered to all staff.
Volunteering Policy:	St Anne's offer up to two paid days per year to do charitable volunteering activities.
Working from Home Policy:	We offer flexible working arrangements subject to job role.
Parking:	You may be eligible to apply for a parking permit for which an annual fee applies.
Other:	Employment is subject to the policies and procedures outlined in the Staff Handbook.

Application process

If you would like to apply for this position, please send us all three of these documents:

- A completed application form (download from our website).
- Your CV
- A covering letter stating why you are interested in, and suitable for, this role.

Applications should be sent to recruitment@st-annes.ox.ac.uk

If you would like to discuss the role, or have any queries please call us on 01865 274866.

The closing date is Tuesday 1st September at 12 noon.

We anticipate holding interviews on Thursday 10th September.

St Anne's College is an equal opportunities employer.

The policy and practice of St Anne's College require that all staff are afforded equal opportunities within employment. Entry into employment with the College 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. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Applicants are encouraged to complete the equal opportunities monitoring form.

To view our Privacy statement please see here <https://www.st-annes.ox.ac.uk/privacy-policy/>