

Data Processing Support Officer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Data Processing Support Officer

Position in the organisation

Reports to the Legacy Marketing Manager

Member of our Legacies (Gifts in Wills) Team

Part of our High Value and Legacies department within Income and Engagement

Purpose of this role

This role will support the team to manage our data effectively, ensuring both accurate reporting, and an excellent supporter journey due to a correct and up-to-date database. Our programme has seen huge success in the last few years which has meant an increase in our reliance on data and automation, so this role will be critical in ensuring we can continue to raise significant money for the charity through gifts in Wills.

Key accountabilities and responsibilities

- Accurately manipulate and input data from various sources into our CRM database, Excel spreadsheets and other required systems. This will be a mixture of data from our supporters, and our solicitor and free Will service providers.
- Proactively review and verify data already on our database for accuracy completeness and consistency
- Regularly update and maintain data records, identifying errors and reporting discrepancies to management or internal data teams.
- Build and run regular reports for the team on our data quality and campaign results
- Organise and maintain data in a structure that is easily accessible
- Provide wider administrative support to the team as needed. This may include creating mail merges, monitoring administrative inboxes, and supporting with invoice processing.

We are looking for someone who can...

- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience in a data entry/input/processing or similar administrative role requiring strong attention to detail	A/I

Confident and proficient working within databases	A/I
Confident and proficient in Microsoft Office, particularly Microsoft Excel	A/I
Experience of working within the bounds of fundraising and/or data compliance (working knowledge or ability to seek answers from appropriate internal experts on GDPR, Data Privacy and Information Security)	A/I
Experience working within a fundraising, or charity context	A/I
Some experience of beginner to intermediate data analysis skills – eg. Excel formulae (eg. VLOOKUP), charts visualisation, pivot tables, Power Query	A/I
Proficient using Microsoft Outlook, Microsoft Teams and Microsoft Copilot to communicate with managers and wider team about your work.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Strong attention to detail, ability to accurately input data and spot errors.	A/I
Logical and methodical approach to data entry tasks	A/I
Commitment to maintaining confidentiality, data privacy and adhering to fundraising compliance requirements	A/I
Ability to cope with fluctuating workload, and to work openly with managers to prioritise urgent and important tasks.	A/I
Ability to adapt and learn new systems quickly (with appropriate training and documentation provided)	A/I
Confident working autonomously from home the majority of the time – with regular check ins with manager and wider team, and team meetings	A/I
Ability to collaborate as part of a supportive team when needed.	A/I
Strong time management – ability to manage multiple tasks and meet deadlines	A/I
Analytical nature – able to assess and report on basic KPIs and trends to support the team's decision making	A/I
Good written and verbal communication	A/I

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Criminal Record Check

This post may be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). Please select the level of Check required for this role:

Basic ☒

Enhanced ☐

Not Applicable ☐

Candidates - If you require further information regarding Criminal Records Check, then please contact: **careers@alzheimers.org.uk**

Hiring Managers - If you require further information regarding Criminal Records Check for this role, then please contact: **Employeesupport@alzheimers.org.uk**

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave