



SolarAid – Database Officer

Salary: £29,700 to £31,500.

Reporting to: Supporter Experience Manager

Location: UK Office based, North London, with working from home as agreed with Line Manager

Full time, 37.5 hours per week

Background:

SolarAid was one of the first UK charities to adopt Salesforce CRM designed for nonprofits back in 2012 as our cloud based CRM. It is a key tool used to log all our fundraising income across all areas and interaction with supporters and funders. With a growing fundraising programme (2025/26 was our best year for fundraised income in SolarAid's 20 year history) we have now reached a point where we need a dedicated role to provide oversight of this important asset to help us deliver on our fundraising strategy by providing insight, ensuring data integrity, and overall management of the database.

Purpose:

To lead the effective management, governance and development of SolarAid's supporter data and CRM system, ensuring that fundraising, engagement and financial processes are underpinned by high quality data, robust governance, and clear insights. The role will combine hands-on system oversight with project leadership, working with internal teams and external specialists to strengthen data integrity, compliance, and long-term sustainability.

Key Responsibilities

CRM ownership and data quality

- Act as the organisational owner of SolarAid's CRM (Salesforce), with responsibility for data integrity, usability and alignment with agreed standards.
- Oversee the accuracy and consistency of supporter and donation records, identifying and resolving data issues and ensuring confidence in reporting and decision-making.
- Lead regular data housekeeping processes, including deduplication, validation and data quality monitoring.

Data governance and compliance

- Lead a structured review of SolarAid's data governance, working with specialist partners where appropriate to strengthen policies, processes and controls.
- Ensure supporter data is collected, stored, used and retained in line with legal and regulatory requirements, including GDPR, consent and contactability rules.
- Own and maintain documentation covering data standards, data flows and retention schedules ensuring these are understood and followed across teams.
- Lead or contribute to key compliance-related projects, such as implementation and review of soft opt-in approaches, in collaboration with fundraising colleagues and specialist legal partners.

Systems integration and data flow

- Oversee the effective flow of data between Salesforce and connected systems (e.g. donation platforms, email and marketing tools), ensuring reliability and consistency.
- Act as the primary internal point of contact for CRM-related integrations, working with external suppliers or consultants on technical changes and improvements.
- Lead lean improvement projects to strengthen data flows, reduce manual workarounds and improve resilience.

Insight, reporting and support

- Provide data selection reporting, segmentation and analysis for Fundraising teams, supporter engagement and longer-term strategy.
- Work with the Supporter Experience Manager to understand data needs and translate these into clear, usable outputs.
- Champion good data practice across the organisation, supporting colleagues to use systems confidently and consistently.

Strategy and collaboration

- Contribute to forward planning for CRM and data capability, helping SolarAid make pragmatic, well-sequenced improvements over time.
- Build strong working relationships with Fundraising, Finance and Comms colleagues, acting as a trusted specialist and advisor.
- Manage relationships with external CRM and data specialists, ensuring value for money and effective delivery against agreed priorities.

Person Specification

Essential Skills and Competencies

- Significant experience working with Salesforce, ideally NPSP, (or comparable CRM) in a charity or supporter-focused organisation.
- Experience owning data quality and integrity across a live CRM environment.
- Experience leading or contributing to data governance, compliance or consent-related work.
- Experience producing reporting and insight to support fundraising and engagement activity.
- Confidence working with both technical and non-technical stakeholders.
- Strong organisational judgement, attention to detail and ability to manage risk.

Desirable Skills and Competencies

- Experience working with external CRM and data specialists.
- Experience supporting income reconciliation and working closely with Finance teams.
- Experience training or supporting colleagues to improve data use and consistency.
- Experience and in-depth knowledge of data protection law

Expectations:

- Upholds SolarAid's values and supports the broader goals of fundraising and supporter care.

What we offer

- 27 days' annual leave plus bank holidays
- 7% matching employer pension contribution
- Death in service benefit
- An annual organisational training budget
- Flexible working-hours.
- Access to a free on-site **gym and heated outdoor pool**
- Remote working within agreed parameters
- A tight knit, friendly and close working team

Closing date: 20th May (6pm)

First interviews: w/c 25th May

To apply send your CV and a cover letter describing how your skills and experience match the essential skills in the job description to

recruitment@solar-aid.org