



Volunteer Database Manager (Beacon CRM)

Location: St Ives, Cambridgeshire (hybrid / flexible, with a preference for local volunteers)

Commitment: Flexible, agreed around your availability

Reporting to: CEO and Operations Team

Role type: Volunteer

About The Angels Foundation UK

At The Angels Foundation UK (TAF), we provide essential, trauma-informed services to support domestic abuse survivors and their families as they rebuild their lives. Our holistic approach combines practical and emotional support to help break the cycle of abuse, prevent re-victimisation, and promote long-term wellbeing.

Based in **St Ives, Cambridgeshire**, we support individuals and families across **Cambridgeshire**, working closely with partners, funders and referral agencies to deliver safe, effective and compassionate services.

The Role

The **Volunteer Database Manager** will help The Angels Foundation UK unlock the full potential of our CRM system (**Beacon**) by strengthening data structures, reporting, automation and insight.

This is a **systems-shaping role**, not a data-entry position. You will play a key role in transforming existing data into clear, usable intelligence that supports:

- **Funders and partners** (impact reporting, KPIs, outcomes)
- **Internal leadership and projects** (dashboards, forecasting, planning)
- **Operational delivery** (bookings, events, volunteers, programmes)
- **Strategic decision-making and sustainable growth**

You will help create frameworks, processes and dashboards that enable TAF to work **smarter, not harder**, supporting a small but fast-growing charity to maximise its impact.

What You Will Be Doing

Working closely with the CEO and Operations Team, you will support the organisation across the following areas:

Beacon CRM & Data Optimisation

- Act as a central point of coordination for Beacon CRM configuration and best practice
- Review current use of Beacon and identify opportunities to improve structure, consistency and insight
- Support the development of clear data frameworks across contacts, programmes, regions, events and outcomes

- Help embed consistent data standards and processes across the organisation

Dashboards, Reporting & Insight

- Design and maintain dashboards for different audiences, including:
- Funders and grant reporting
- Internal leadership and trustees
- Volunteers, beneficiaries, supporters and referral partners
- Produce regular KPI reports covering impact, reach, participation and growth
- Support forecasting and planning using historical and live data

Automation & Systems Integration

- Help automate booking processes, participant journeys and event workflows where possible
- Improve links between Beacon and booking systems, email platforms and forms
- Reduce duplication and manual work through smarter system design

Impact, Finance & Performance Data

- Support clearer reporting of wellbeing outcomes, participation and bursary use
- Help link financial data to programmes and funders
- Enable TAF to evidence impact more clearly for funding, commissioning and partnership opportunities

Capability Building

- Share knowledge and guidance with the management team to build confidence and consistency in using Beacon
- Help document processes so systems are resilient, scalable and sustainable

What We Are Looking For

We are seeking someone who brings **technical confidence** alongside a **collaborative, values-driven mindset**.

Essential

- Strong experience in database or CRM management
- Confidence working with data, reporting, dashboards and KPIs
- Experience supporting charities, social enterprises or values-driven organisations
- Ability to translate data into clear insight for non-technical audiences

Desirable

- Direct experience of **Beacon CRM** (highly valued)
- Experience with similar CRMs (e.g. Donorfy, Salesforce, HubSpot)
- Understanding of charity impact reporting and funder requirements
- Experience automating workflows or improving systems integration

The Difference You Will Make

This role will have a **disproportionate impact**. By helping TAF use its data more effectively, you will:

- Enable stronger, clearer reporting to funders and partners
- Improve internal decision-making and project delivery
- Reduce pressure on a small, fast-growing staff team
- Help TAF reach more people, more sustainably

Your contribution will directly support the lives of **hundreds – and ultimately thousands – of people** who benefit from The Angels Foundation UK each year as we expand and grow to other counties in the coming years.

Support & Working Style

- You will be supported by the CEO and Operations Team
- The role is flexible and can be partly remote
- Our preference is to work with volunteers who are **local and able to attend our St Ives office** where possible
- We value curiosity, collaboration and practical problem-solving

How to Apply

Please submit a short statement (**maximum 1 page**) including:

- Why you're interested in this role, what motivates you about The Angels Foundation UK, and what you would bring as a volunteer Database Manager
- Any relevant experience (paid or voluntary), including charity work, coordination, data, mental wellbeing, or lived experience of domestic abuse (if you wish to share)
- The approximate hours you can commit per week or month

Shortlisted applicants will be invited to an **informal chat** with the TAF team to explore fit and how you could contribute.

Inclusion & Diversity

The Angels Foundation UK is committed to building a diverse volunteer community that reflects the breadth of the UK's population and the people we serve. We welcome and encourage applications from under-represented groups and will make reasonable adjustments to support you in the application process or role.

If you are passionate about **using data for social good** and would like to help a growing, trauma-informed charity make better use of its systems, we would love to hear from you.

Please get in touch for an informal conversation about the role and how it could work for you. Email support@angelsfoundation.org.uk

ABOUT THE ANGELS FOUNDATION UK

The Angels Foundation UK supports families who have fled domestic abuse throughout Cambridgeshire.

Practical Support for Domestic Abuse Survivors and Their Families:

We support individuals and families who have fled domestic abuse, providing essential furniture, flooring, and appliances to help them rebuild their lives in a safe and stable home. Our services ensure that survivors do not return to abusive situations due to a lack of basic necessities.

Mental Health Affected by Domestic Abuse:

We recognise the lasting impact of domestic abuse on individuals and children. We provide support to help them recover through our counselling and therapy services, assist individuals and young survivors in overcoming trauma and breaking the cycle of abuse for future generations.

Individuals Facing Social Isolation After Abuse:

Many survivors struggle with social isolation and mental health challenges after leaving an abusive situation. We offer trauma-informed support, signposting to further essential services, and community activities such as our Angels Wellbeing of Women Monthly Support Group to help survivors regain confidence and a sense of belonging.