

Job description

Interim Database Manager – Full time, 3 month fixed term contract

Reports to:	Chief Finance & Operations Officer
Based at:	Coeliac UK Head Office, High Wycombe
Salary grade table:	Specialist (SP3), £44k-£50k (pro-rata) based on experience
Hours:	35 hours per week.
Holiday:	36 days a year including Bank Holidays
Line management:	1 FTE
The role:	A pivotal role for the charity, being responsible for the management and ongoing development of our CRM system and all associated data. As a member charity having been established almost 60 years ago and with over 63,000 active members, we have significant volumes of valuable data. We are looking for an interim Database Manager to deliver existing projects and progress future development plans. The successful candidate will have a minimum of 5 years' experience in database and data management, a natural interest in data analysis and ideally be an expert in WorkBooks. The role is a central one, working with all Directorates across the charity, so strong communication skills and teamwork is also a pre-requisite.

Key responsibilities

- To manage and maintain the master data for all the charity's areas of work
- To be the lead on specific projects to develop our data resources including working with external consultants to build APIs
- To work with external consultants and suppliers to ensure that all database developments, improvements and modifications are within the agreed specification, of high quality, fully documented and within budget
- To manage the time, activities and tasks of the Database Officer to support the needs of the charity.
- To create management reports, document data and workflow processes and inform colleagues on issues and best practices
- In conjunction with external suppliers, ensure that the database and related systems are suitably configured, maintained, updated and reliable and that all new data and software updates are fully tested prior to implementation
- To import and export data files in an accurate and timely manner by developing an executable, report or saved query. To offer technical assistance to users and to modify the executable/query when required
- To support and assist staff with the database and related systems difficulties and to provide solutions in liaison with external partners
- To assist the charity to streamline and improve business processes that impact on the database or related systems. This may include designing and implementing new processes
- Develop and run a training programme and user manual for internal staff that can be used as a reference and induction tool for new staff members; becoming first point of call for support issues

- To work with the Chief Finance and Operations Officers' team to plan and upgrade the digital systems as appropriate
- To undertake regular quality control practices to ensure data flows are validated
- Ensure that the database and practices comply with the Data Protection Act, and other key legislation, and work with users to ensure that they are aware of any resulting implications

Knowledge, skills and experience

- Excellent experience of managing and administering MRM or CRM databases – entry, segmentation and reporting. Experience or expertise in WorkBooks preferable.
- Excellent computer skills and knowledge of MS Excel for data manipulation
- Good communication skills – verbal and written
- Numerate with necessary skills to produce, monitor and interpret information and reports
- Excellent attention to detail
- Ability to time manage and prioritise tasks for self and the team to meet deadlines, across a number of concurrent projects
- Projects delivered on time and to budget
- Co-operative team player with practical problem-solving skills and 'can do' attitude incorporating a flexible approach
- Keep up to date with current business and service thinking within Coeliac UK in order to provide up-to-date information
- A real commitment to right-first-time quality and a thorough approach to work
- Self-motivated but adept at working within a team environment

Competencies

1: General profile
Monitors, co-ordinates and supervises the daily activities of staff in an assigned work area in similar or related disciplines
Experienced. Fully competent in own area. Shares own expertise with others; provides guidance and support to others
Maintains orderly work processes by co-ordinating work flow and work quality. Adheres to established practices and procedures in work area
Builds an environment that supports cooperation and cohesiveness among the direct work team and within other areas in the organisation
2: Technical expertise; building & maintaining
Demonstrates depth/breadth of knowledge/skills in own area; may be acquiring knowledge of other disciplines/areas
2: Technical expertise; applying & anticipating
Applies knowledge/skill through handling complex problems and/or managing work which may extend beyond own area of expertise; shares expertise with teams and other work groups
3: Client/organisation orientation; client response
Understands client needs and identifies solutions to non-standard tasks/queries; actively seeks and closes opportunities
3: Client/organisation orientation; organisation understanding
Decisions impact primarily on own work group/team; may have an impact on department objectives
3: Client/organisation orientation client response; costs
Manages departmental costs
4: Creating & delivering solutions; problem solving
Resolves problems through immediate actions or short-term planning and sets priorities to ensure task completion
4: Creating & delivering solutions; planning & organising
Maintains orderly work processes by co-ordinating work flow and work quality. Adheres to established practices and procedures in work area
5: Working relationship; communicating, negotiating & influencing
Builds an environment that supports cooperation and cohesiveness among the work team and with other areas within the organisation
5: Working relationship; teamwork, coaching & guiding
Oversees the day-to-day activities of work group/team; accountable for work group/team results
5: Working relationship; networking
Creates extensive networks internally and externally

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.