CRM Database Officer

Job summary

The CRM Database Officer will support the Charity's Salesforce.com CRM system and IT systems in order to maintain high standards for effectiveness and efficiency. This will include being the first-line support for users' CRM requests and working closely with third-party suppliers, including our IT support service. The CRM Database Officer will contribute to the Charity's overall data and IT strategies at an exciting time of growth for the Charity.

You will provide operational support to users at all levels of the organisation ensuring that the database and IT systems fulfil all their requirements and they are confident to use them effectively.

You will also become involved in wider IT projects throughout the organisation where appropriate.

The Person

The successful candidate must have a professional, efficient approach, have the ability to build and maintain strong relationships with key stakeholders and have excellent communication skills. This is a fantastic opportunity which would ideally suit an IT graduate with proven experience in a database development related role. You will have a keen interest in software development in general and be seeking your next move to a position where you can develop professionally and at the same time make a real difference in the work you do.

We are looking for someone who feels completely at home with technology and has the confidence to learn a new system when presented. An excellent understanding of databases is essential along with strong mathematical and logical skills to complement your technological capability.

As a role with broad responsibilities, you will need to be capable of picking up new tasks quickly, carefully managing your priorities in line with the CRM and IT strategies and ultimately be a problem solver.

The Brain Tumour Charity is moving at a fast pace so we are looking for someone that has an enthusiasm and passion for the work of The Brain Tumour Charity and a conviction to deliver positive Outcomes for those that are affected by this devastating disease.

Key accountabilities

Database administration

1. Act as the first-line of support to users for Salesforce.com CRM system, answering queries via the system, phone, email and face-to-face

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Brain tumours in the UK: the facts

Brain tumours don't care if you're a mother, a husband or even a child - they can strike anyone at any time. Survival rates for high grade tumours are just 14% and treatments haven't changed in 40 years. This is unacceptable. It's unjust. And it's down to us to urgently change.

We're here to accelerate a positive change in how people affected by brain tumours are diagnosed, supported and cured.

The Development team at The Brain Tumour Charity plays a pivotal role supporting the organisation, particularly the fundraising and finance teams, through providing high quality supporter services, processing donations and managing the CRM and IT systems.

2. Train and support the Charity's CRM Super Users and support the induction process for new staff

3. Document processes, produce training and guidance documents for users, contribute to reviewing and updating data processes

4. Oversee the process of data cleansing, working closely with the Fundraising and Support Teams as well as volunteers. Ensure the cleanliness of the charity's data is maintained through regular reviews and make recommendations for improvements

5. Support users in importing and exporting data from the system

6. Develop the CRM reporting suite, ensuring users are familiar with standard reports through sharing and training and facilitate requests for custom reports from users

7. Design and implementation of system changes and make recommendations for future developments

8. Liaise with third-party suppliers, including our primary CRM supplier, ensure that third party licences remain up-to-date and allocated to correct users.

9. Assist with the development of both internal and external systems including suggesting and facilitating improvements.

10. Maintain an accurate and up-to-date technology asset register, including IT and phones, in the CRM. Oversee the use of portable equipment.

IT administration

11. Perform routine maintenance tasks and deal with system queries and support requests

12. Liaise with external service providers and arrange onsite engineer visits where necessary

The post holder will also

- Contribute to achieving the overall objectives of The Brain Tumour Charity.
- Undertake any additional and ad hoc tasks as required.
- Participate in team meetings and other meetings as required.
- Provide written reports to the Development Director as required.
- Represent The Charity at external events in a professional manner.
- Work within an equal opportunities framework.
- Comply at all times with The Charity's Health and Safety policy.
- Adhere to all The Charity's policies, procedures and working practices. Adhere to all the Charity's policies, procedures and working practices.
- Please note that the responsibilities listed are not exhaustive and this job description may be subject to change as the role evolves over time.

Responsible to CRM Database Manager

Location Farnborough, Hampshire

Hours Full time, 37.5 hours per week, 9am – 5.30pm.
Some out of hours working will be required.

Duration Permanent

Salary Circa £25,000 per annum dependent on experience

Person specification

Essential	Desirable
Qualifications	
Educated to degree standard in a relevant subject or containing statistical / analytical work	• Computer Science / IT degree • Higher degree
Experience	
• Self-reliant and confident IT user with very strong computer literacy, particularly in Microsoft Office applications (PC and Mac platforms) • Proven experience of advanced Excel techniques • Previous experience using Microsoft Excel for data handling • Understanding of relational databases and data • Experience of using a CRM system as an administrator • Proven experience of working to and delivering targets and evaluating results • Experience of developing and using reporting/querying/analytical tools and software	• Use of Salesforce.com
Skills and Abilities	
• Excellent interpersonal and communication skills with an ability to engage effectively with people at all levels and with different levels of knowledge • Organised, self-starter capable of taking initiative • A positive 'can-do' attitude • Ability to prioritise and work under pressure with good time management • Proven multi-tasker and problem solver • Strong attention to detail	
Other	
• A deep empathy and understanding of our mission • A team player with the willingness to work flexibly and proactively and respond to the emerging needs of the Charity	

I acknowledge that I have read and understood this job description:

Name: Date:

Signed