

JOB DESCRIPTION

ROLE	Senior Database and IT Administration Officer
LOCATION	Head Office, London
SALARY	£28,010 - £34,447
REPORTS TO	IT Manager, Corporate Services

About Raleigh International

Raleigh International is a youth-led sustainable development charity. We focus on working for and with young people to inspire and make positive change in four areas: promoting youth in civil society, providing access to safe water and sanitation, protecting vulnerable environments and building livelihoods and enterprises.

Our way of working to achieve impact is by engaging young volunteers through delivery programmes: Raleigh Expedition, International Citizen Service (ICS), a UK government-funded development programme, and national youth programmes where we work solely with local youth volunteers in-country.

By working through youth, we develop young leaders and ensure young people are connected, valued partners in development.

Overall Purpose of the Role

The Senior Database and IT Administration Officer will work with and report into the IT Manager and support the charity's IT and Oracle CRM system 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 post holder is primarily responsible for the ongoing management and administration of the CRM to support the charity's needs and will work closely with stakeholders to assist in their delivery of the charity's strategy. This includes providing effective data selection, cleansing, import/export, analysis and training to underpin data used within Raleigh International.

The post holder would also be expected to provide assistance and support to the IT Manager to help facilitate the use, innovation and delivery of technology across the organisation, including the charity's international offices.

The role might require overseas travel and would be expected to work outside of normal business hours from time to time.

Principle Accountabilities and Responsibilities

Data Integrity and Effectiveness

- Support the IT Manager with delivery of the IT and Data Strategy.
- Work with the IT Manager and business stakeholders to understand their data / analysis needs and support them in delivering on their requirements.
- Perform regular data audits and cleansing, and report evaluations back to the IT Manager.

- Monitor, report and resolve problems with the CRM system.
- Administer updates and service improvements to the CRM system.
- Perform data imports and exports to assist with business needs.
- Provide robust database support to users and volunteers ensuring appropriate reports and queries are designed for individual and team users.
- Coordinate with external CRM support providers, ensuring system updates are implemented and user registrations are up-to-date with recent staffing changes.

IT Administration and Support

- To undertake duties as required by IT Manager to meet the needs of the business.
- Provide reactive IT Support to the charity's workforce and liaise if required with the outsourced IT support provider to help facilitate this.
- Support in the remote setup of newly procured IT devices and adoption into the charity's systems.
- Assist with the upkeep and integrity of the IT asset register.
- Support technology use in meeting rooms and designated areas for third parties.
- Assist with system and security monitoring.
- Assist with data audits and cleansing on cloud and on-premise systems.
- Perform regular hardware audits and report evaluations back to the IT Manager.
- Assist the IT Manager with ongoing service improvements and project delivery.
- Provide out of hours point of contact support for our country offices and facilitate support with the outsourced IT Support provider if required.

Data Protection and Compliance

- Be a "GDPR champion" and distinguish the differences between the GDPR and PECR regulations when required.
- Review user access to confidential data within the CRM and IT systems and report back to the IT Manager.
- Assist with investigations into any possible data breaches and undertake reporting/remedial action as required with the IT Manager. Maintain a log of any incidents and remedial recommendations and actions.
- Be a proactive member of the Data Incident Team and report back any CRM related incidents.

Capacity Building

- Provide induction training and ongoing support to users.
- Support staff to integrate CRM systems into office working practices, particularly for marketing and fundraising practices.
- Create training materials and maintain such documentation as business needs evolve.
- Communicate any updates or change in processes to required staff in a simple and user-friendly manner.
- Work with the IT Manager to build a strong collaborative working group across the organisation and to strengthen cohesion internationally.

Person Specification

Essential

- Experience in the management of and working with a number of CRM databases and the ability to adapt to unfamiliar technologies quickly.
- The ability and willingness to work across the organisation; to lead and support staff to improve their working with the database and their focus on data quality and integrity.
- Experience of working with Fundraising/Marketing databases and a general understanding of best practices and principles.
- Understanding of data protection and compliance.
- Experience of supporting Windows 10 OS.
- Experience of troubleshooting IT hardware (desktops, laptops and mobiles).
- Experience of administering and supporting Office 365.
- Ability to communicate with, support and train non-IT staff.

Desirable

- Oracle / NetSuite experience.
- Experience with website development and hosting.
- Experience working with Active Directory / DNS.
- LAN / WAN knowledge.
- Experience working with DNS.
- Office 365 administration specifically:
 - SharePoint, Skype for Business Online, Microsoft Teams, Azure, Security & Compliance, Flow
- Windows server administration.
- A degree, or equivalent certification, in database administration or relevant field.
- Prince2 or ITIL qualification.
- Knowledge of HTML.

Other Information

Holiday entitlement

The holiday entitlement for full-time staff is 25 working days per year, plus 8 public holidays. Part-time staff receive a pro-rated entitlement.

Office hours

Normal office hours are Monday to Friday, 9.00 am - 5.00 pm, though staff can vary their start and finish times between 8.00 am – 4.00 pm and 10.00 am – 6.00 pm.

Weekend, early morning and evening working may be required in the following circumstances: to attend events and meetings and on overseas field trips.

Employment eligibility

To be considered for this role applicants must have British Nationality or have a right to live and work in the UK.

Safeguarding and Vulnerable Adults

Raleigh International is committed to ensuring the health, safety, welfare and development of all young people with whom it works regardless of gender, age, stage of development, disability, sexual orientation, religion, culture or ethnicity. All participants who take part in activities organised by us should enjoy taking part in these without fear of harm. We guide all staff and volunteers to show respect for and understanding of young people's rights and their safety and welfare and by so doing, conduct themselves in a way that reflects our principles.

Anti-Corruption Policy

It is Raleigh International's policy to conduct organisation business honestly, and without the use of corrupt practices or acts of bribery to obtain or receive an unfair advantage.

Raleigh is committed to ensuring adherence to the highest legal and ethical standards of organisation conduct. This must be reflected in every aspect of the way in which we operate. We must conduct all our dealings with integrity. Bribery and corruption harms the societies in which these acts are committed and prevents economic growth and development.

Any breach of Raleigh's policy will be regarded as a serious matter and will be dealt with under our disciplinary procedure. In serious cases, it may be treated as gross misconduct leading to summary dismissal.