

Job Description

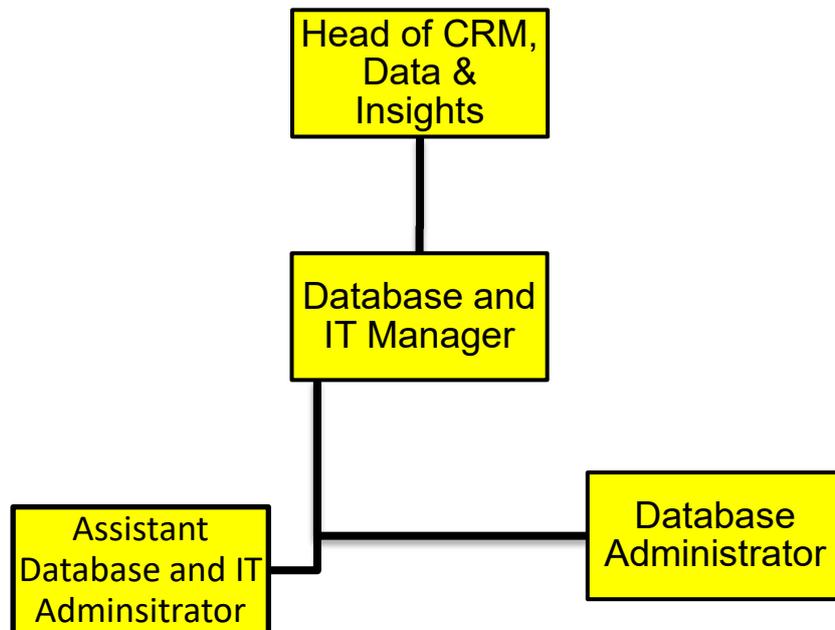
General Information

Job Title
Junior Database and IT Administrator
Team
Database Team
Department
Database Team
Job Location
Andover
Reports to
Database and IT Manger
Number of Direct Reports
0
Number of Volunteer Reports
0
Financial Responsibility
None
Matrix Reporting Lines to
Head of CRM, Data and Insight
Level of Disclosure Check Required and Related Workforce
Enhanced

Overall Purpose

Every day, around 300 people are diagnosed with macular disease. It's the biggest cause of sight loss in the UK. Macular disease is cruel and isolating. It steals your sight, your independence, and your ability to do the things you love. There is only one way to Beat Macular Disease for good. We must fund more research now, until we find a cure, or find treatments that stop it in its tracks.

The Macular Society is working to deliver our ultimate ambition – to Beat Macular Disease for the next generation. We are determined to end the fear and isolation of macular disease with world-class research and the best advice and support.



Job summary

Working with the Database team the Junior Database & IT Administrator will supporting the Society and staff to meet the increasing demands of the organisation, fulfilling a wide range of database management & IT first line support tasks.

Key Accountabilities of the Role

1	Assist the Manager on the internal I.T. Helpdesk. Respond to requests for I.T. support across the organisation, maintain a log of requests, resolve these where possible (user access, PC queries, Outlook problems, server issues), liaise with Microswift (our external I.T. support) when their help is needed, monitoring and working to reduce additional chargeable support costs.
2	Develop a good knowledge of all of the procedures and functions affecting our Customer Relationship Management System (CARE) within each area of operation of the Society. Provide support for all departments on their use and development of the CARE system.
3	Assist with delivery of the user training program for the CARE system.
4	Support a wide range of automated tasks producing reports and data files, importing and exporting data; design and develop new automated tasks and programs, working within the database team and with user departments to develop practical, robust solutions.
5	Assist with tasks including scheduling and running daily and monthly programs and jobs; producing reports and files, importing and exporting data from the CARE system, as necessary.
6	Assist with the cleaning of database data and database housekeeping initiatives
7	Assist with new release testing and implementation.
8	When required, help with data imports from various sources, defining robust processes, ensuring compatibility of data fields and data quality.
9	Contribute flexibly across the work of the Society performing duties commensurate with the role as required.

All employees will be expected to comply with the Macular Society terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Competencies

1. Self-motivated with ability to work independently and as part of a team
2. Supports and contributes to their team and colleagues as appropriate
3. Excellent proficiency working with Microsoft office and database systems.
4. Works well with people across the organisation
5. Is committed to quality and service
6. Understands the Macular Society's operations and processes
7. Delivers their objectives and core activities as required
8. Takes responsibility for their performance and development

Person Specification

Factor	Essential	Desirable
Job specific skills	<p>Knowledge of database and mailing processes involving complex data selections and report writing.</p> <p>Basic IT Hardware and software setups</p> <p>Excellent communication skills both oral and written. Ability to communicate with users at all levels. Ability to produce clear documentation.</p> <p>A team player, with flexible approach, willing to work with and support colleagues across the Society.</p>	<p>Knowledge or experience of job automation tools</p> <p>SQL programming and query writing experience using SQL Server.</p> <p>Use of CRM database applications, knowledge and experience in database administration.</p>

	Flexible and Good time-management and administrative skills.	
Previous relevant experience		<p>Experience of database applications.</p> <p>Experience of SQL Server Reporting Services (SSRS)</p> <p>Previous experience of working for a charity</p>
Knowledge & Qualifications		Relevant IT qualification or equivalent experience
Eligibility to work in UK	Proof of identity and eligibility to work in the UK.	
Volunteering	From time to time you may be asked to support / volunteer your time (TOIL available) at Macular Society events that take place outside of normal working hours.	
Safeguarding	The Macular Society is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we	

	work. We expect all of our employees and volunteers to demonstrate this commitment.	
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The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees are expected to excel in customer centricity, to demonstrate advocacy for the Macular Society at all times and to champion our fundraising.

This job profile is accurate as at the date shown below. In consultation with the post holder it is liable to variation by management to reflect or anticipate changes in or to the role.

Salary: £18,000 - £22,000

Annual leave: 25 days per annum plus bank holidays

DATE OF EVALUATION: March 2019