

Person Specification

Essential Criteria

- Holds an IT qualification and/or 5 years' experience in an CRM focussed role
- Demonstrable knowledge and/or experience of CRM systems, including Microsoft Dynamics/CiviCRM
- IT literate, with ability to use databases, e-mail, internet for research and programs such as Word and Excel (training can be provided)
- An interest in and commitment to using IT to further the development of the organisation
- Ability to work positively with a diverse team to achieve specific goals; ability to work within, co-ordinate and lead inter -departmental project groups.
- Ability to manage several tasks simultaneously, prioritising workload.
- Ability to identify and troubleshoot problems calmly and logically.
- Ability to work to tight deadlines and under pressure.
- Experience of managing and being accountable for the effective running of databases.
- Experience of training database users.
- Experience of establishing and maintaining database management procedures.
- Good communication skills
- Committed to principles of equal opportunities and diversity

Desirable Criteria

- Prior experience of working in a charity
- Experience/interest in collecting data, and monitoring quality
- Experience of project management or working within a project environment
- Experience of Seneca database
- Experience of working on websites