Database & Digital Analyst

Job Description

Salary Band:	Starting salary £32,188.40 (pro rata if part time) scale point 20 on a salary scale rising to scale point 25. Annual increments are paid until the top of the scale is reached. A discretionary cost of living increase is usually applied in April each year
Line Manager:	Nathan Bacon, Office and IT Manager
Hours:	35 hours per week (part time e.g. 28 hours would be considered)
Leave:	25 days a year (full time), increasing by a day per year of service during the first five years. In addition, the office is normally closed Christmas Eve and is closed for 3 days between Christmas and New Year (this is additional paid leave).

Database Management

- Play a central role in the development and implementation of AvMA's digital strategy in consultation with the Office and IT Manager, management team and staff
- Support the development and implementation of AvMA's new CRM system, under the leadership of the Consultant Project Manager
- Drive system development by identifying areas for improvement and suggesting changes to existing business processes
- Provide data analysis reports to inform the planning and budgeting of existing and new communications with contacts.
- Oversee the safe migration from the current database to the new CRM system
- Carry out assigned project tasks and provide support for the Consultant Project Manager
- Whilst the current database, Seneca, is still in use, assisting with any issues encountered. If necessary, obtaining support from the Seneca database support contractors
- Manage users, their permissions, and their security profiles and act as overall administrator and "super user" for the system
- Train and mentor staff and volunteers in the use of the CRM system where necessary
- Liaise with the CRM support contractor to troubleshoot and swiftly resolve any issues that staff may encounter
- Maintain the accuracy and quality of data held on contacts and accounts
- Maintain the integrity and quality of the database by carrying out regular maintenance, audits and software updates

ICT Support

- To be a member of and support the work of the Digital Steering Group (a subcommittee of the Council of Trustees) and the projects it directs
- Resolve day-to-day troubleshooting problems, working with staff and relevant contractors
- Support the digitisation of paper processes, e.g. casework, questionnaires, etc.

Other

- Keep up to date with the Data Protection Act, GDPR and related laws, ensuring adherence at all times and providing support to staff when required
- Undertake ad hoc projects for the organisation
- Undertake other duties commensurate with the post as may be required