Cruse Bereavement Care

Job Description and Person Specification

Job Title: Data Coordinator (6 Month Cover)
Location: Northern Ireland
Responsible to: CRM & Data Manager
Hours: 35 hours per week
Salary: £26,571 per annum

JOB DESCRIPTION

Purpose of the Post

To support the aims of Cruse through the co-ordination of efficient, accurate and intelligent use of Data and information systems across the Cruse Network; thereby ultimately facilitating the provision of a high quality, safe and supportive service to bereaved people.

Key responsibilities and duties

Reporting to the CRM & Data Manager, the Data Coordinator will be responsible for -

- Administering multiple databases and datasets
- Maintaining data integrity and security across Cruse
- Ensuring the proper administration and organisation of multiple databases and datasets.
- Taking extra security precautions when handling personally identifiable data.
- Adhering to legal and regulatory standards relating to Data
- Contributing towards the writing of data guidelines and SOPs
- Transforming, transferring and translating data upon request as needed
- Using SQL and similar software to run data queries and extract information as required
- Performing data requests in a timely manner
- Preparing data for meetings and presentations
- Communicating data reports to the leadership teams
- Ensuring data is adequately backed up
- Assisting staff with data entry methods and systems (CRM) usage
- Supporting the implementation of a new CRM system through data capture and design
- Provide regular updates & feedback to the CRM & Data Manager on data health
CRM Development:
Cruse is in the process of rolling out a new CRM (Microsoft Dynamics CRM)

- Data Ownership
- Monitor development and assist with Data Cleansing, ETL etc in preparation of the new system
- Data mapping and imports as needed
- Some system testing and project support (with a focus on data)

Day to Day Use:
- Maintain a productive relationship with the organisation undertaking technical work on the database, as the main operational lead for the Cruse database
- Undertake data cleansing activities to streamline data and ensure that relevant data is easy to access
- Undertake processes to ensure that data is robust and up to date
- Oversee fixes and liaise with the organisation undertaking them to ensure that all jobs are prioritised accordingly and completed to time

Reporting:
- Ability to scan large volumes of data in a short time frame
- Ability to generate meaningful reports and visualisations to meet organisational need (PowerBI)
- Critically analyse & identify and interpret trends and present back to the manager and the Senior Leadership Team

Training and Equipping:
- Assist with the rollout of the new CRM system through providing end user training and support (data & reporting focused)
- Coordinating the receipt of feedback from Cruse network as to the functionality of the database
PERSON SPECIFICATION

Experience
• Ideally at least 1 years’ experience in the Health/Social Care/Voluntary/Community sector
• At least 3 years year(s) experience in data coordination or data handling
• Effective communication at all organisational levels
• Project coordination/management
• Database Administration
• Proficient in the use of Microsoft Office applications
• Experience with Drupal, CiviCRM and Dynamics CRM
• Experience with Reporting visualization tools like MS PowerBI
• Meeting targets and key performance indicators, and producing quality management information
• Working under pressure

Knowledge
• An understanding of the ethos and values of the Voluntary Sector and the needs of volunteers.
• Up-to-date with modern databases and technologies
• Proficiency with database languages such as SQL.
• Good working knowledge of CRM systems and relational database design
• Knowledge of database management and administrating internal communications.
• Ideally Basic Networking and Office365 Administration
• Good knowledge and understanding of the impact of bereavement

Skills
• Analytical mindset
• Outstanding organisational skills.
• Excellent written and verbal communication.
• Good interpersonal skills
• Excellent time management & prioritisation skills
• Advanced IT skills, Database Administration, Data Handling and reporting methods
• Ability to prioritise work in a demanding environment
• Ability to function appropriately in an environment where bereavement issues are constantly under discussion.

Education and training
• Degree in Information Systems or Computer Science or related field.

Personal attributes
• Outstanding analytical & critical thinking skills
• Sense of ownership and pride in your performance
• Team player with high emotional intelligence
• Willingness to travel to meetings throughout England, Wales and Northern Ireland which may involve overnight stays
• Ability to work some evenings and weekends when required
• Willingness to be flexible and help in any task that furthers the aims of Cruse
• Ability to function well in an environment where bereavement issues are constantly under discussion

Commitment
• Commitment to Cruse Bereavement Care’s mission, visions and values
• Commitment to equality of opportunity and diversity
Additional information: