



JOB DESCRIPTION: SYSTEMS & DATABASE OFFICER

Job Title:	Systems & Database Officer
Hours:	35 hours per week (1.0 FTE)
Reports to:	Head of Corporate Services
Salary Banding:	F3
Location:	Riverside House, Edinburgh or Pentagon Centre, Glasgow

Job context

Corra Foundation exists to make a difference to the lives of people and communities. It works with others to encourage positive change, opportunity, fairness and growth of aspirations which improve lives. Corra wants to see a society in which people create positive change and enjoy fulfilling lives.

In 2020 Corra launched a ten-year strategy. It is long term because making a difference on the big challenges will take time. At its heart is the strong belief that when people find their voice, they unlock the power to make change happen.

Following a period of rapid growth during the Covid-19 pandemic, we now want to make sure that we have effective and streamlined systems and processes in place to support the whole organisation going forwards.

Corra has made significant investment in Salesforce over the years resulting in a redesign of the system and made improvements to streamlining processes and workloads. Over the last two years Corra has seen an increase in the number of programmes we deliver which has put pressure on how we currently manage system administration, data management. We have also identified several additional areas that could be automated or where improvements to processes could make the system easier to use and more efficient.

The role of Database and Systems Officer is a key member of the Corra Team contributing to the strategic direction and ongoing development of the charity.

Job overview

The role of Database and Systems Officer will work as part of the Corporate Services team to ensure that Corra's data management systems (including Salesforce and Formassembly) can be utilised to their best potential. You will be expected to lead on a number of specific projects that will help support these aims.

You will ensure the current systems remain fit for purpose, update and refresh protocols and processes to maintain consistency in data management and ensure that Corra staff feel confident and able to make the best use of the data management systems. You will also be expected to liaise with the senior management team and external contractors to prioritise and oversee any additional improvements.

The successful applicant should have excellent communication and presentation skills, and experience of working with users. They will also have experience of working with the proprietary software or show a high degree of transferable skills from using other systems.

This role offers flexibility in part-time hybrid or WFH setup.

As with other Corra staff, there will be the requirement to be flexible and to provide support for other aspects of Corra business as and when required.

Job purpose

- To ensure that all of Corra's data management systems can be utilised to their best potential.
- To ensure the current system remains fit for purpose.
- To update protocols and processes to maintain consistency in data management.
- To train internal staff on the use of the systems, and how to apply data management principals.
- To ensure compliance with all GDPR considerations.
- To coordinate the work of the Systems & Database Support.
- To liaise with Senior Management Team and external contractors to prioritise and oversee any additional system improvements.

Structure

An organogram showing Corra's structure, and where this role fits, is available.

Main activities and responsibilities

Data management

- Design and maintain processes to ensure data management protocols are followed e.g. GDPR compliance.
- In consultation with Corra's relevant IT consultants, scope any options around automated processes for data cleansing from Salesforce to ensure compliance with Corra's data management policies.
- Advise and support staff to conduct data cleansing tasks on Salesforce (contacts, removing data from applications).

Processes

- Conduct regular reviews of 'automated administrative rules and processes' to ensure they are relevant and meet programme requirements, co-ordinating with Corra's relevant IT consultants where appropriate.
- Review and update administrative rules and processes as appropriate.
- Regularly review and maintain an easy-to-follow process manual for Corra staff, including easy-to-follow workflow-diagrams (roles, authorisation and delegation), liaising with different teams as appropriate.

- Review and streamline all communication templates liaising with all relevant teams to ensure communication templates have a consistent approach and language.
- Work with the Data and Systems Administrator to create and maintain a communications template catalogue.
- Liaise with Learning and Development and delivery teams on coding and analysis systems for record management.

System Support

- Provide guidance and technical support to the Data and Systems Administrator in dealing with day-to-day administrative tasks relating to data management system (Salesforce, Formassembly).
- Review and refresh the Salesforce Super User Group including remit and frequency.
- Liaise with staff to ensure information, guidance and training tools are relevant and useful for staff.
- Identify and co-ordinate short tutorial videos for staff ongoing training needs.

System Development

- Develop and maintain a set of protocols and oversee any new developments or changes on Salesforce ensuring implementing quality control measures (e.g. testing).
- Work with the Salesforce User Group/Management to understand current use, future use to identify ongoing Salesforce improvement plan.
- Work with the Head of Corporate Services to identify and develop new areas of improvement on Salesforce that will help to automate or support efficiencies.
- Be the first point of contact for any Salesforce IT consultancy requirements.
- Maintain alert, research and recommend ongoing measures to automate/streamline activities e.g. add-on apps and cost/benefit analysis

Corra team

Participate fully as a member of Corra's team, demonstrating commitment to the organisation's values, attending staff meetings, support and supervision sessions and training as required. If required, support the work and promotion of any other area of Corra's business in fulfilling its strategic aims.

Key relationships

- Head of Corporate Services
- Senior Management Team
- Chief Executive
- Wider Corra teams
- Systems & Database team
- Information Commissioner Office (ICO)
- Scottish Information Commissioner (SIC)
- Charity network peers

Key skills

- Experience in Salesforce Classic and Lightning.
- Ability to absorb and analyse a wide range of potentially complex information.
- Ability to work independently, using own initiative, and as part of a team.
- Ability to work within strict timelines and manage competing priorities.
- First-rate interpersonal skills and ability to business partner at all levels.

- Ability to quickly establish trust and instil confidence in senior leadership teams.
- A proactive, creative, and solution-focused mindset

Working conditions

This role will be based at Riverside House, Gorgie Road, Edinburgh or Pentagon House, Washington Lane, Glasgow, with a flexible approach to carrying out an element of work from home.

The jobholder is line managed by the Head of Corporate Services. Regular support and supervision meetings as well as bi-annual appraisal meetings will take place.

Corra is committed to its staff, including through a focus on learning and development. Corra is a Scottish Living Wage employer, holds the Healthy Working Lives Bronze Award and is happy to consider flexible working.