

## SYSTEMS & DATA MANAGER

Creative England and the Creative Industries Federation have come together under the Creative UK group. We are the network for the creative industries and we know that connection changes everything. As a non-for-profit public purpose organisation we aim to deliver value for money across all our services and partnerships. Our people are at the heart of our success and we are committed to building a team that represents a variety of backgrounds, perspectives, and talents.

Our Systems & Data Manager role will join a small fast paced team, within a 60-person business experiencing growth. The ideal candidate will have a background of working in SME's where you have had to be technically hands on. You will be leading on project work at the heart of developing and maintaining a systems infrastructure which is fit for purpose, future proof and user friendly.

Working closely with a 3<sup>rd</sup> party IT support service you will be managing a Microsoft and Mac remote site environment consisting of Office 365, Windows 10 and Mac OS. You will also act as the primary administrator for Salesforce which is used to sell, engage, track and service memberships.

It is essential to have technical knowledge including CRM, Office365 and data governance. This is a great opportunity to join an established growing company in a pivotal role. If you are an experienced IT Systems Manager with solid project experience looking for a new and exciting challenge we want to hear from you!

**LOCATION:** UK wide (largely remote working with preference for proximity to a company site Bristol, Greater Manchester or London)

**CONTRACT:** Must be available for early June 2021 start date. Full time or flexible for the right candidate, initial 1-year fixed term renewable.

**SALARY:** up to £35k starting salary

**TO APPLY:** Email CV and cover letter\* to [recruitment@creativeindustriesfederation.com](mailto:recruitment@creativeindustriesfederation.com) by 17<sup>th</sup> May 2021. Interviews will take place by VC w/c 24<sup>th</sup> May 2021

## KEY RESPONSIBILITIES

### Database Management & Reporting

Act as lead administrator for Salesforce, ensuring data integrity and hygiene through management and supervision of the system.

Project\* manage migration and upgrades of systems, creating testing plans, custom reports and ensuring clear pathway to the website. This includes managing relationships with external providers.

*\*Key projects in the first year will include data migration to Sharepoint sites, data cleansing and CRM migration planning*

Work closely with the Brand team to understand website development needs and ensuring systems are linked and effective at the back end

Proactively support and develop the CRM database to ensure that we optimise our systems by liaising with all teams that utilise the software.

Create and maintain internal systems user guidance and training

Provide data analysis to the Head of Brand, Head of Development & Partnerships and other colleagues in order to support sales campaigns, statutory data requests and insight.

Manage bespoke queries as required in order to fulfil one off data requests.

**Departmental Support & Training**

Work with the memberships and Brand team on database segmentation and audience development

Work with the Director of People & Ops to scope and develop new systems and processes in order to maximise efficiency and avoid duplication of data, including the continued audit of use and management of sharepoint.

Lead system changes with the wider team, supporting colleagues with training and information to ensure successful adaptation to new processes and systems<sup>1</sup>.

Work with key stakeholders across the business to ensure their business requirements are understood and met in any new procedures that are adopted.

Create user documentation and develop and deliver user training; to provide tech support to system super users.

**Compliance**

Develop and update processes and procedures where required e.g. privacy policy, assisting the Director of People & Operations in ensuring compliance with GDPR across the business

Be the gatekeeper of any personal data that is shared by or with a third party by performing data exports and imports from the database as and when they are required.

Assist in data cleansing requirements

**General**

Support the Director of People & Ops in liaising with our external IT provider (DLIT solutions)

Where needed coordinate individual needs and support troubleshooting before escalating where appropriate

Any other reasonable duties that arise to fulfil the objectives of the role.

**Required Experience, Knowledge and Skills:**

- IT management and/or systems experience; working with Windows, Macs, Office 365
- Experience in the administration and maintenance of CRM databases (including Salesforce)
- Knowledge of importing data and generating reports
- Ability to provide user training and support
- Excellent project management skills and a positive attitude
- Demonstrated ability to meet deadlines, and handle and prioritize simultaneous requests
- Creative and analytical thinker with strong problem-solving skills