

Job Description

Database Manager

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children - to save their lives; to defend their rights; to help them fulfil their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. Entirely funded by voluntary donations, this vital work for children cannot happen without our supporters.

Job Title	Database Manager
Reporting To:	Head of Public Fundraising
Job Location	UNICEF Ireland, 33 Lower Ormond Quay, Dublin 1, Ireland
Hours	37.5 hours per week (9.00am to 5.30pm)
Location	Remote and office based
Contract	Permanent

Job Purpose: As the Database Manager at UNICEF Ireland, you will be responsible for the management of our CRM. You will work across the lifecycle of all the organisation's data, including data quality and maintenance, building data measurement and segmentation strategies and development of best practice data execution and reporting systems. You will be responsible for both data and analytical insights to drive performance and growth across all aspects of fundraising.

This is a hands-on role in a small, focused team, and the Database Manager will be empowered to own all aspects of our data including analysis, capture and support.

This is also an exciting time for UNICEF Ireland, and due to sustained growth, we are now undertaking a migration from our current database (Donor Perfect Online) to Microsoft Dynamics. This new role will project manage this migration, working in close conjunction with the Director of Finance, Head of Public Fundraising and department leads.

Main Duties & Responsibilities:

On-going responsibilities:

- Ensure UNICEF's data is secure and only accessible to the authorised users using security settings such as IP tracking, profiles, sharing rules and permission sets. This includes working with the DPO to ensure compliance with GDPR.
- Implement regular cleaning of existing CRM data to ensure accuracy e.g., removing or updating redundant/invalid data, de-duplication.
- Provide ongoing training to staff.
- Manage and refine our Segmentation including our direct mail segmentation module.
- Design and prepare reports for teammates and management.

- Assisting in developing of a life-time value mindset by constructing long-term ROI modelling and reporting systems.
- Build visualisations and dashboards to support decision making, and key business measures.
- Develop, maintain, and improve input processing output data for key data and data processing.

CRM Migration (Commencing Early 2022):

- Support Departments to scope out CRM requirements and deliver on changes.
- Scope out Data Migration Requirements to facilitate transfer of data between systems.
- Lead the project through from inception through to implementation.
- Be the main point of contact between UNICEF and our Dynamics Partner.
- Become the subject matter expert in the new CRM system.

Person Specification:

Effective behaviours	Ability to...
Analysis	Understand and value the importance of using data and insight to support business and data-driven decisions.
Attention to Detail	Appreciate the need to capture and report data as accurately as possible to ensure the organisations resources are being used as effectively as possible.
Problem Solver	Anticipate, engage and solve problems. Work with and colleagues to reduce impact of problems effectively and remove chances of re occurrence. Constantly work to improve systems and workflows.
Results Driven	Demonstrate patience and perseverance in the face of setbacks and problems in order to drive projects forward. Keeping objectives top of mind throughout the project.
Collaboration	Work with project team and colleagues across the organisation in order to drive projects forward. Keeping objectives top of mind throughout the project.

Relevant experience and skills	
Qualification	A university degree in Information Technology or related field is required.
Experience	At least five years' work experience in a similar role. Previous experience in the Not-for-Profit sector will be considered an advantage.
Knowledge, Skills, and Abilities	<p><i>Essential skills:</i></p> <ul style="list-style-type: none"> • A minimum of five years of progressively responsible and relevant work experience • Comprehensive experience in data management including strong experience with importing,

exporting and cleaning of data, experience developing reports in response to specific ad-hoc requests, configuring users, profiles, roles and permissions towards business requirements and implementing security and sharing rules at object, field, and record level for different users at different levels of organization.

- Strong communication skills, both written and oral with the ability to communicate technical concepts to non-technical audiences.
- Proficient in Excel, with a proven aptitude for VBA (Visual Basic for Applications)
- Strong understanding of SQL.
- An understanding or experience working with Microsoft Dynamics platform.

Desirable skills:

- Industry qualifications in Microsoft Dynamics platform (Microsoft Dynamics.com Certified Advance Administrators and/or Platform App Builder) are highly regarded.
- Experience working with Donor Perfect.
- Experience working in the NGO sector would be considered an advantage.
- Experience developing and implementing segmentation processes including RFM.
- Proven success in using data insights to guide business decisions.
- Experience in data analytics and business intelligence.

Further Details

- This role will be based at our Head Office in Dublin 1 after an initial period of remote working in accordance with Covid-19 restrictions.
- Remote Induction and training may be necessary on commencement of role.
- The salary scale offered for this position is depending on experience.

UNICEF Ireland is committed to adhering to the highest standards of child protection and child safeguarding. UNICEF reserves the right not to employ staff or engage volunteers or other representatives who are deemed to pose or potentially pose a risk to the protection of children, to the full extent permitted by law. Additionally, all candidates must sign UNICEF Ireland's Child Protection Policy & Procedures before commencing employment, engaging as a volunteer, intern, consultant or representative of UNICEF Ireland.

To Apply: Please submit your CV and cover letter to info@unicef.ie by August 9th, 2021