

THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION – JOB DESCRIPTION

Job Title:
Database Manager
Reports to:
Director of Corporate and Business Services
Job Purpose
<ul style="list-style-type: none"> • <u>Maintain the CRM database and associated operations</u>– to encompass supervision of annual member subscription renewals, BACS procedures and finance related interfaces of our sales ledger with SAGE and payment providers • <u>Data Governance</u> – to engage with data owners and stewards to build confidence in the integrity and quality of data held on the CRM. • <u>Data analysis and reporting</u> – To promote and support more effective use of data by facilitating the development of dynamic management reports and training staff. • <u>Enabling business efficiency</u> by working with staff across CIHT to develop workflows and achieve the integration of systems that will enable more effective ways of working and enhanced productivity
Key Contacts (if applicable)
<ul style="list-style-type: none"> • All staff of the Institution; Members; Potential Members; suppliers and contractors.
Key Responsibilities
<p>Maintenance of the CRM and associated operations</p> <ul style="list-style-type: none"> • To manage user profiles, system access and security. • To train the Institutions staff on the current database and provide ongoing support. • To supervise the annual subscription renewal process • Financial reconciliation: Sending monthly finance reports to the out-sourced finance team and solving any queries they might have in a timely manner. • Maintain the institutions membership Direct Debits and manage the annual renewal collections. • Acting as primary operational contact for staff and with Protech on CRM related issues - Be the point of contact to raise issues, test bugs, and help implement new functionality. <p>Data Governance</p> <ul style="list-style-type: none"> • To work with data owners and stewards to ensure confidence in the integrity and quality of all data saved on the CRM. • To advise and support staff in the effective collection of data, and the use of the database. <p>Realising Benefits through Data Analysis & Reporting</p> <ul style="list-style-type: none"> • Analysis and reports: Developing complex SQL scripts, datasets, and Power Bi reports • Deep understanding of CIHT data and business processes. • Implementing solutions to analysis and segment data from data sources which are not captured in the CRM system. • Communication and presentation of reliable reports in a visual way that promotes understanding, use and responds to business needs

<p>Enabling enhanced business efficiency</p> <ul style="list-style-type: none"> • Database automation: Design and develop new workflows. Monitoring/support of existing workflows. • Database configuration: Configuring the database to support new processes. • Query statements: Development of SQL query statements so users can extract data and send email campaigns. <p>Additional</p> <ul style="list-style-type: none"> • Other duties within the competence of the jobholder as required by the Institution.
<p>Personal specifications</p> <ul style="list-style-type: none"> • Degree or HND level • Have experience of working in a membership/professional institution and understand membership data • Good working knowledge of Microsoft Office 365 • Good understanding of data protection • Writing queries using SQL 2018 and setting up reports in Report Builder • Expert level of SQL knowledge to develop database automation • Strong knowledge of Power Bi to create reports and datasets. Includes knowledge of DAX and Power Query
<p>Skills and competencies</p> <ul style="list-style-type: none"> • Experience of using a Membership/CRM database • Experience of working in a membership/ professional institution • Experience of working in a database implementation project • Excellent customer service skills • Ability to cope with pressure and meet deadlines • Ability to work well with others in a team. • Good numeracy skills • Good oral and written English and ability to compose own correspondence • Good data analysis skills • Experience with Financial data • Experience with BACS Direct Debit processes

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