

	Job Description
<b>Role Title</b>	System Administrator – Fixed Term Contract (15 Month Duration)
<b>Reporting To</b>	CRM Project Integration Lead
<b>Background CHF</b>	<p>Children’s Health Foundation is focused on raising funds to fulfil our mission of providing world class medical facilities, research and compassionate loving care for every sick child in Ireland cared for in Children’s Health Ireland (CHI) hospitals and urgent care centres. Children’s Health Foundation supports Crumlin and Temple Street Children’s Hospitals, National Children’s Hospital Tallaght and Connolly Urgent Care Centre. The creation of Children’s Health Foundation in 2019 brought together the existing Temple Street Foundation and The Children’s Medical and Research Foundation Crumlin, to continue to support Ireland’s sickest children in their treatment journey today, tomorrow and into the future.</p> <p>This is an exciting time to join Children’s Health Foundation, full of challenges and opportunities that allow us to support the hospitals in the best possible way, whether that’s through family and patient support, vital research, medical equipment or redevelopment. And, being embedded in the hospitals crystallises our cause and we see first-hand the impact our work has.</p>
<b>Background CRM</b>	<p>In July 2022, CHF migrated its existing CRM databases (ThankQ and Raisers Edge) to a new system, Salesforce. The CRM strategy is to have an accurate GDPR compliant system that drives change and users love to use. There are six identified pillars to enable delivery of this strategy; system administration, data quality, training, insights / actions, governance, and development.</p>
<b>Role Responsibilities</b>	<p>The system admin role is key to delivery of the above identified strategy. The key responsibilities of the role are:</p> <p>System Admin</p> <ul style="list-style-type: none"> <li>• Responsible for the maintenance of the database including releases, refreshes, back-ups, security, health check,</li> <li>• User, licence, roles, profiles, and permission management</li> <li>• Trouble shoot issues</li> <li>• Environment management</li> </ul> <p>Data quality</p> <ul style="list-style-type: none"> <li>• Quality of data, both improving historic data and new data coming into the database</li> <li>• Build automation to improve quality with minimal effort</li> <li>• Build dashboards and reports to identify data issues / opportunities</li> <li>• Manage regular and ad hoc data imports</li> </ul> <p>Training</p> <ul style="list-style-type: none"> <li>• Build new user training programme using videos / manual and roll out for new joiners</li> </ul>

## Development

- Build custom reports, new objects, workflows, new / amend fields, page layouts etc
- Working with key users to identify and implement functional improvements
- Identify process improvements, duplication of effort, better ways of working
- Building dashboards and reports that enable fundraisers to run better activities
- Disseminating improvements / changes in SF releases
- Support the CRM Integration Manager on new developments
- Identify useful SF apps, test, install and train
- Work with our outside technical support agency to develop solutions and solve issues

## Governance

- Work with Governance and Compliance Executive to ensure CRM system is GDPR compliant
- Support any governance requests i.e., anonymisation, right to erasure etc

## Required Skills

- Communication: clear and effective comms that is user friendly especially when explaining new processes, technical solutions to non-technical people.
- Problem Solving: anticipate needs, actively seek opportunities, and propose solutions based on data and / or evidence.
- Detail Driven: be rigorous about detail, getting things right and love testing
- Initiative: be self-directed and able to prioritise and coordinate many projects, large and small, for numerous different internal customers
- Teamwork: enjoy working within a small, entrepreneurial environment that is mission-motivated, results-focused, and community-oriented. Must be a highly resourceful team-player who works effectively with all levels of staff and displays dedication to the work and role.
- Work closely with colleagues within the Children's Health Foundation team to foster a team culture that is results driven, encourages accountability, innovation, kindness towards and support for colleagues, a commitment to continuous learning, and a creative approach to problem solving
- Participate in training as required

NOTE: The above is not an exhaustive list of responsibilities and appears as a guideline only: all Children's Health Foundation employees work as a team, with one common goal.

## Qualifications and Experience

### Qualifications

- Certified Salesforce Administrator
- Three years plus experience of database management, ideally Salesforce
- Certification / degree in computer science, information systems (or equivalent work experience)
- Other SFDC Certifications (Trailhead badges)
- Familiarity with other Salesforce products i.e. Pardot, Apsona

### Experience

- Demonstrate an ability to distilling information and insights into action plans
- Strong facilitation and stakeholder management skills and are comfortable working side-by-side with organisation leaders
- Highly developed management and relationship building skills
- Excellent communication skills and interpersonal skills
- Some experience / interest in the not-for-profit world
- Committed to delivering excellent work through teamwork
- Experience of structuring workload and conflicting demands
- Be an expert in operational risk management and best practice governance practices
- Active in the SF community

## Terms & Benefits

- Fulltime role (FTC 15 months duration) on Senior Executive Salary Band (€47,701-€53k per annum) depending on experience
- Cycle to Work Scheme
- Taxsaver Commuter Ticket Scheme available
- Employee Assistance Programme
- Agile work policy in operation

## Informal Enquiries

For informal enquiries or further information, please contact:  
Sheila Kilduff CRM Project Integration Lead via [skilduff@childrenshealth.ie](mailto:skilduff@childrenshealth.ie)