

	<b>Job Description</b>
<b>Role</b>	Database Administrator (fixed term)
<b>Background and Context</b>	<p>Children's Health Foundation (CHF) 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 hospitals and urgent care centres. The Foundation supports Crumlin and Temple Street Children's Hospitals, National Children's Hospital Tallaght and Connolly Urgent Care Centre.</p> <p>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>Role Purpose/ Summary</b>	<p>Children's Health Foundation are moving from their existing database(s) (Raisers Edge for CMRF Crumlin and thankQ for Temple Street) to a new Salesforce system due to go live in Summer 2022. As part of the transition period we require support for the RE database to manage the current supporters and to work with the Salesforce project team in the transition to the new Salesforce system.</p> <p>The role is for a fixed term period (to July 2022) to provide support to the fundraising teams on the existing RE database and to work with the CRM project implementation team to support the migration to the new Salesforce system. It is estimated that time will be split evenly between both aspects of the role.</p>
<b>Principal Duties and Responsibilities</b>	<p><b>Database management of the RE database including, but not limited to;</b></p> <ul style="list-style-type: none"> <li>• Queries</li> <li>• Data quality control</li> <li>• Importing of new supporters from face to face campaigns</li> <li>• Processing data erasure requests</li> <li>• Data selection and preparation for campaigns / comms / activities</li> <li>• Setting up and running reports</li> <li>• Supporting teams with ad hoc requests</li> <li>• Updating constituent records</li> </ul>

**CRM Project:**

- Show & Tells – attendance at any relevant S&T of new functionality, and testing of scripts post each S&T as required
- Data migration – assist on answering questions on data fields, content, data structure, mapping etc
- Data load checking – reconciliation of data migrated into SF to original RE data
- User acceptance testing – full testing of Salesforce functionality, catching issues, testing scenarios, identifying improvements, tracking donations
- Ad hoc questions – answer questions from CHF technical partners on RE data / processes
- Go Live issues – support teams post go live on the new CRM system

**Qualifications  
and Experience**

- Knowledge of and experience in database (ideally Raisers Edge or Salesforce)
- Educated to QQI Level 6 as a minimum
- Minimum 2 years' experience in database management
- In addition to being highly analytical, the candidate will also have the ability to operate with a commercial perspective, appreciating the importance of using data & insight to support business development and marketing objectives.
- Technically, the candidate needs to possess significant data management system experience, plus a strong understanding of Windows desktop applications, in particular excel skills.
- The candidate should have a strong focus on delivering a high level of service back to users and have an aptitude for close attention to detail.
- Experience in Non-profit industry is desirable but not essential.
- Proven experience in maintaining CRM database systems
- Excellent interpersonal skills with the ability to communicate at all levels
- Have good technical procedural writing skills
- Will be able to manage data within a complex database
- Will have reliable discretion dealing with sensitive and confidential information

**Terms**

**Fixed term role – 6 months**