

Job Description



Job title: Data Imports Administrator

Department: Data & Technology

Reporting to: Data Integrations Analyst

Salary: £32,113per year

Hours: 35 per week

Location: Based in London with homeworking

Contract type: 18-month fixed term

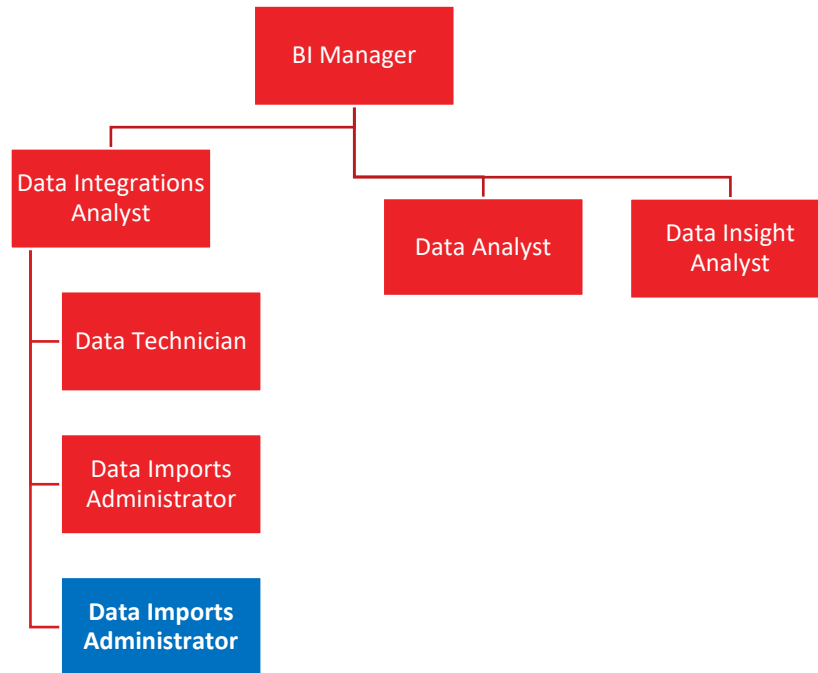
Aim and influence

- The Data Imports Administrator will contribute to the maintenance of Crisis' data pipeline, ensuring the timely movement of constituent and gift data into the Raiser's Edge.
- The role involves the use of bespoke import tools and ImportOmatic. Data sources include JustGiving, outsourcing and fulfilment agents, website donations, and others.
- Monitor and maintain the quality and integrity of Crisis' systems through data administration and cleaning, both pre and post import.
- Work closely with the Data Integrations Analyst and Data Technician as the data pipeline is developed, and as new cloud-based tools and platforms are introduced as part of the Data, Digital & Technology Transformation.

Other key details

- Crisis' current homeworking policy requires staff to work from the Crisis office for at least one day a week or two days per fortnight

Organisational chart



Please note structure is subject to change

Job responsibilities

Data Management

- Apply ethical and robust techniques in the transformation of data from one medium to another when importing to Raiser’s Edge or other destinations. Ensure adherence to Crisis’ data management procedures and compliance with data protection requirements.
- Adhere to organisational policies and procedures, and be sensitive to risks around the use of information.
- Ensure data is delivered to schedule and to specification for processing using ImportOmatic or other import tools.
- Maintain data integrity, quality, and structure by running system checks and reducing duplicate records.
- Ensure the Raiser’s Edge reconciles against the data sources post import.

Database Administration

- Assist in database support activities, supporting colleagues responsible for the maintenance of databases, including the CRM.
- Provide support in relation to data importing or data quality to all members of the Raiser’s Edge user base

Testing

- Test data pipelines using test processes developed by the Data Technician and Data Integrations Analyst, ensuring the efficacy of processes before they are implemented.
- Apply an understanding of the role of testing within data pipeline development, as a tool for design improvement as well as a validation process.

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Knowledge of and experience in running advanced administration features of The Raiser's Edge or any similar CRM
- 2 Experience in setting up and running complex data imports into Raiser's Edge using the built in Import function or a third-party tool such as ImportOmatic or similar
- 3 Very experienced using Microsoft Excel and Microsoft Office
- 4 Ability to explain technical concepts and data requirements efficiently and clearly, including to non-technical users
- 5 Flexibility to work in an evolving data landscape, applying the techniques and logic of data imports to a variety of on-premise and cloud-based systems
- 6 Knowledge of the Data Protection Act and the GDPR in relation to data and compliance
- 7 Ability to work methodically and accurately with attention to detail
- 8 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 9 Experience of agile working practices and use of Jira
- 10 Any SQL or programming experience

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.