Job Description
Database Developer/Analyst
FC1903

Role Details

Reports to: Strategic Process Manager

Location: Southwark, London. Offices are moving to Fenchurch Street, London at the end of September 2019

Hours: Full time. 35 hours a week, 9am to 5 pm, Monday to Friday

Salary: £44,226 per annum

Contract type: Fixed Term for 6 months

Closing date: 3rd June 2019

Our vision and mission

Our vision is of a world in which working horses, donkeys and mules are free from suffering.

Our mission is to transform the lives of vulnerable working horses, donkeys and mules around the world. We relieve   their immediate suffering and create lasting change by working with people, communities and organisations.

About Brooke

Brooke is an international animal welfare charity working to improve the lives of working horses, donkeys, mules and the people who depend on them.

We reach over 2 million working animals across Africa, Asia, Latin America and the Middle East. Our staff include vets, animal welfare experts and advocacy and development specialists.

Our aim is to equip local people with the knowledge and skills to give their horse, donkey or mule a better life.

Our Values

We are proud to be Brooke. We are resourceful, share new ideas and help each other succeed. Together we make change happen.

Department Structure and Position of the role
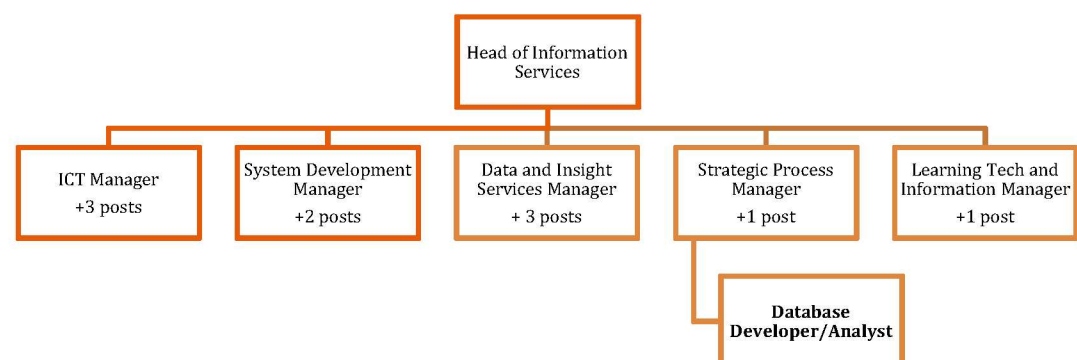
Purpose of Role

- To support the Strategic Process Manager in Database Design and Planning, having a full understanding of database design concepts, including "relational database design".

- Advising the organisation on the benefits, use and limitations of various types of databases, including PC, SAAS and platform based databases.

- Having the ability to participate in short-term and long-term strategic planning around database projects.

- Leading and consulting users as a technical expert on IS systems and services, performing business analysis to manage the development and delivery of subsequent technical solutions. The role will require the individual to, identify impact on infrastructure, resources and influence decision making to ensure provision of the most appropriate business solutions.

- To support the Strategic Process Manager in the development and management of strategic database fundraising project.

- To assist on maintenance and enhancement of SQL Servers that support business critical applications in a high availability environment, resolving business impacting incidents quickly and effectively and identifying and resolving problems to ensure potential incidents are prevented.

- Manage database integrity and ensure that the database team maintain data in-line with statutory requirements.
- To assist on the development of the database architecture supporting delivery of complex data related projects.

- To manage and design the development of complex SQL administration tasks.
  Ensuring the databases are maintained to a high level of integrity, and that the security, capacity, optimisation and overall structure are in line with industry best practice.

Specifically by:

- Ensuring that the integrity of data held on the supporter database is maintained to the highest standard in order to develop external relationships with supporters thus ensuring that opportunities for income generation can be maximised.

- Using diagnostics to optimise existing queries and functions to enhance SQL database performance

- Implementing and maintaining the delivery of database backups and recovery plans.

- Monitoring the performance, defining maintenance plans and tuning the database platform to optimise performance.

- Leading troubleshooting to resolve database integrity, performance, blocking and deadlocking, replication, log, connectivity and security issues.

- Taking and documenting detailed business requirements and converting them to technical specifications and system design solutions.

- Writing complex stored procedures, functions, triggers and views along with developing and improving database system structure.

- Effectively engaging with stakeholders at all levels to analyse their business requirements providing consultation and technical expertise to influence decisions in order to achieve organisational objectives and departmental strategy.

- Leading delivery of Database and data related projects.

- Influencing users at all levels to make best use of applications and systems by promoting, identifying and supporting the functionality available to them.

Key Responsibilities and Duties

- Assisting the Strategic Process Manager to with back-engineering Brooke's database, data management and data analysis systems.

- Managing and maintaining an integrated approach to systems and coding to ensure data is maintained in a structure that allows for future innovation and organisational initiatives.

- Responsible for strategic management and delivery of Brooke's future database, data management and data analysis systems. Specifically the design and implementation of the Brooke's new data warehouse to be used in conjunction with Faststats.

- Assisting IS cross team support wherever appropriate to support delivery of strategic service and data oriented solutions.

- Identify areas that require improvement and consider their impact to the Brooke. Take corrective action and revise standard operating procedures.

- Maintain and update detailed documentation on all aspects of database operations and reporting.

- Implement software upgrades to the CRM ensuring that data integrity is not compromised.

General

- Follow the Brooke's equal opportunities statement which aims to clarify the value we place on diversity and steps we take to promote equality of opportunity for all.

- Perform such additional tasks as may reasonably be requested from time to time by the Line Manager.

- Adhere at all times to Brooke's policies and procedures

Person Specification

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

	Knowledge and experience	Essential	Desirable
1	Use of T-SQL to an advanced level.	x	
2	Experience of managing fundraising/Care Customer Relationship management database.	x	
3	Experience of process mapping technical solutions including SQL stored procedures, views, triggers and functions.	x	
4	Proven experience of working with complex database structures and dependencies.	x	
5	Good knowledge of MS Office suite including MS Access and MS Excel	x	
6	Excellent report writing skills	x	
7	Experience of giving presentations to small user groups	x	
8	Experience of running data management processes	x	
9	Experience of working in a Customer support role	x	

10	Excellent experience of developing & delivering complex supporter journeys for a FundComm function	x	
Skills and Abilities		**Essential**	**Desirable**
1	Evidence of high-quality communication skills (written and oral) in dealing with both internal and external customers.	x	
2	High levels of accuracy.	x	
3	Proactive approach to effective problem solving.	x	
4	Attention to detail when dealing with problems arising from the database.	x	
5	Proven ability to work calmly under pressure and to prioritise workload.	x	
6	Good negotiating skills and strong data analysis skills	x	

Our Competency Framework

Brooke's competency framework translates Brooke vision, mission and values into easily identifiable behaviours that all staff are expected to demonstrate at all times.

Competency	What it means
Self-Management	Taking responsibility for own actions, behaviours and outcomes
Learning	Taking responsibility for own learning and fostering growth and development in others
Relationship Building	Creating and maintaining harmonious and constructive working relationships with others internally and/or externally
Planning and Organising	Ensuring that time and resources are utilised to best effect for the achievement of the Brooke's goals and our mission and that others are committed to agreed courses of action

Effective Decision Making	Making clear, informed and timely decisions that lead to effective outcomes in line with the Brooke's mission
Change and Improvement	Seeking out and developing new ideas and approaches, responding positively and constructively to change and fostering a culture of continuous improvement
Collaboration and Cooperation	Working respectfully, effectively and collaboratively with others in your team, across the organisation and externally to deliver effective outcomes
Communication & Influence	Communicating clearly, concisely and compellingly in a manner that is appropriate to the audience. Engaging respectfully with others both internally and/or externally to persuade them to adopt courses of action that are in the best interests of the organisation and the animals

Employee Benefits:

Brooke has a competitive benefits package. To find out more, please visit:
https://www.thebrooke.org/about-brooke/jobs/employee-benefits

If you wish to get in touch with us, please contact HR at recruit@thebrooke.org