



Company Name: Children's Health Foundation

Job Title: CRM Data Management Executive

Reporting to: Director of Finance

Location: Temple Street Foundation, Temple Street, Dublin 1

Job Type: Contract – 1 Year (Maternity Cover)

Salary: €40,000

About the Organisation

For many years, paediatric healthcare in Ireland has been delivered through a combination of services at 3 paediatric hospitals (Temple Street, Crumlin and Tallaght). The Children's Health Bill 2018 saw the formation of Children's Health Ireland, and this new company took over responsibility for the three existing hospitals from 1st January 2019.

Aligned with this paediatric healthcare change, the three fundraising foundations associated with each of the hospitals, Temple Street Foundation (TSF), The Children's Medical and Research Foundation Crumlin (CMRF) and the National Children's Hospital Foundation Tallaght (NCHF), agreed that it would be best to come together to form a new Foundation.

When a child you love is sick, your top priority is finding the best care and research available. It's ours too. At CHF our team has one simple mission – helping sick children and their families. We now have a vacancy on our team and would welcome applications for the role of CRM Data Management Executive.

The role will be in our Temple Street offices and will report to the Director of Finance of Temple Street Foundation.

Role and purpose:

The role of the CRM Data Management Executive is to maintain and enhance the integrity of Temple Street Foundation's client data within the CRM system and to ensure continued user confidence in the system and its content.

The role will incorporate daily data entry and data maintenance tasks as well as providing user support in campaign management, bespoke reporting, data enhancement, staff training and system improvement considerations.

Core Responsibilities:

Data Quality

- Data input quality management - reviewing organisation and contact entries and completing gap analysis from input source, via internet and other information sources
- Actively promote and improve CRM usage
- Identifying data duplication, redundancy and resolving same
- Data segmentation and enhancement by tagging with the assistance of system categorisation
- Data analysis of Campaigns
- Create marketing data lists for telephone, post and email campaigns upon request.

Income data entry

- Daily income entry from multiple sources and reconciliation with finance department
- Scanning of income support documentation to a supporters' record.
- Import bulk files
- Import communication and Data protection consents.

Support and Training

- Complete Group and One-to-one training

Management Reporting

- Create and generate data reports as requested by the Leadership and Fundraising teams
- Integration of third party data sources

CRM System Promotion and Development

- Actively promote the functionality of the system amongst business users
- Periodic user-group feedback
- Drive continuous improvement of system so that it continues to meet user group needs and keeps pace with good practice CRM systems
- Liaise with CRM account manager
- Actively promote the functionality of the system amongst business users

Data protection

- Act as Data protection officer
- Create, update and implement policies
- Deliver and manage Data Protection Training to all staff
- Ensure Data Protection Policies are enforced
- Continuous professional development in GDPR laws and policies
- Implement the Foundations data destruction policy

Skills, Experience & Qualifications

The CRM Data Management Executive will have a good track record of experience in an analytical role (ideally 3-5 years), managing client data, ideally in a CRM system or other client data management systems.

Desired Skills & Experience

- 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 advanced Excel skills.
- These technical skills need to be complimented by equally strong communication skills to ensure any insight and data is understood by individuals and teams across the Foundation. Also, strong communication skills will be required in order to deliver both one-on-one and group training sessions.
- Marketing and/or Business Development knowledge/experience would be advantageous as the individual will act as the internal expert on data segmentation and analysis techniques to ensure best practice across the firm in leveraging firm data for business development and marketing purposes.
- 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. As the individual will spend time responding to user enquiries, they should feel comfortable dealing with people at all levels of the Foundation and managing expectations accordingly.
- Experience in Non-profit industry is desirable.

Essential Skills:

- 3rd Level qualification in IT or equivalent or demonstrable experience in database management
- Knowledge of CRM system

Person Profile:

- Proven experience in maintaining CRM database systems
- Will be able to discuss technical database issues in an appropriate way with non-technical staff
- Excellent interpersonal skills with the ability to communicate at all levels and with all stakeholders
- Have good technical procedural writing skills
- Experience with ThankQ desirable but not essential
- Will be able to manage data within a complex database
- Will have appropriate professional experience providing customer service
- Will have reliable discretion dealing with sensitive and confidential information
- Will have relevant training as Data protection officer

Applicants should apply enclosing a CV and cover letter to andrea.neill@cuh.ie

Closing date for all applications is the **19TH June 2019**

Due to the high volume of applications anticipated, we are only in a position to contact those selected for interview. Successful candidates can expect a response within 2 weeks from closing date.