Systems and Data Executive

Job Information	
Job Title	Systems and Data Executive
Department & Team	Operations
Location	Gateshead or London, some national travel
Working Hours	37.5 hours generally within office hours, occasional evening and weekend work

Position in Organisation	
Reports to	Head of Operations
Works in conjunction with	Colleagues across the business

Overall purpose of the job

To provide effective control and coordination of Sing Up's data and systems to ensure accurate, stable, secure and efficient organisation of customer and business information. The Systems and Data Executive is also responsible for facilitating and providing efficient, informative reports and analytics that allow for meaningful business insights throughout the company. Furthermore, the Systems and Data Executive ensures the appropriate use of business systems and supports staff in doing so.

Main Duties and responsibilities

Systems Support:
- Administration of business systems (Office365, Salesforce, CMS, eCommerce system) including but not limited to the following –
  - Set up and management of user accounts and permissions
  - Configure functionality and prepare systems for products/campaigns as well as for internal business use
  - Work closely with other departments in order to develop and setup reports and functionality as per the requirements of the business
  - Provide support to departments in customising systems (e.g. SharePoint, Salesforce)
  - Maintain data integrity, security, and system stability
  - Ensure all critical data is regularly and appropriately backed up
  - Work with colleagues to ensure appropriate safeguarding and storage of digital and physical Sing Up information and assets
- Assist and advise other departments on operational tasks and queries, including but not limited to order management, account management, process support, and, where necessary, invoicing
- Work closely with the Head of Operations to ensure data integrity and healthy data flow between systems. This might include regular data cleaning and the review and maintenance of big data sets
- Working closely with the Head of Operations to support development, testing and implementation of new projects and functionality across all our systems
- Produce documentation on configurations and setup of systems
- Provide business software support, including advice on how to use the software, issue support and escalation where necessary. This may include producing and delivering presentations
- Ensure high level of data security and integrity

Data and Reporting Support:
- Work with colleagues across all departments to ensure compatibility and integrity of data flows between online and offline systems and our financial/accounts packages
- Implement the transition of data from manual processes to Salesforce and ensure data integrity across all systems
- Manage and develop the setup and usability of Salesforce within the business
- Produce and distribute regular company reports and analytics, e.g. sales and order reports, physical mailings, song usage, membership reports, etc.
- Support the preparation of other departments' reports (Finance, Support, Marketing, etc.) by providing requested statistical information
- Work with colleagues across all departments to identify useful new and innovative business insights and develop systems and/or process solutions to improve data flow, data presentation, and reporting throughout the business
- Develop and support monitoring and evaluation methods for the business including the analysis and reporting of statistical data resulting from these – with a particular focus on sales target monitoring and the use of Salesforce
- Keep abreast of current legislation and practices surrounding customer data, data quality, and data security, and work with Head of Operations on the implementation of best practices throughout the business

Other general responsibilities:
- Advise departments on general operational processes and procedures in collaboration with the Head of Operations
- Raise purchase orders and realise other financial tasks within the departmental planning framework, including reconciliation with the Finance department
- Contribute to the achievement of Sing Up's business objectives by coordinating events and activities as directed
- Play an active role in Sing Up team meetings
- Collaborate with other members of the team in the planning and delivery of Sing Up's business
- Contribute to ensuring overall quality control and best practice in all of Sing Up's business activities

Other reasonable duties as requested:
- Sing Up has a small team and sharing work flexibly across the team is part of the way we work.
- You will not be asked to undertake work that you do not have experience in without appropriate support or training

Knowledge, experience and skills required
- At least two years experience of successful project coordination in an arts, training or education context
- 5 GCSE or equivalent grade A-C including Maths and English
- Experience of Salesforce setup and management (ADM201 or higher, prior experience of Lightning would be particularly advantageous)
- Experience of working with data sets of varying size, and curiosity for data, data insights, and statistics
- Experience of creating regular business reports, e.g. sales and/or order reports, usage reports

- Excellent IT skills – advanced Microsoft Excel and Word skills in particular are required for this post
- Knowledge of document management systems, or other cloud hosted solutions (prior experience of Office 365 and SharePoint would be particularly advantageous)
- Experience of working with CMS, and e-commerce systems (prior experience of Typo3 and/or Magento would be particularly advantageous)
- Proven organisational and administrative skills including project planning and budget management
- Thorough understanding and experience of office-based information management and communication systems
- Excellent problem-solving skills and attention to detail
- Excellent communication and team working skills
- Ability to work on own initiative and as part of a team

Desirable Skills:
- Microsoft Power BI experience

The salary for this post is £25,000 to £28,000 per annum. Hours of work are full time, at 37.5 hours per week in Sing Up's office located in Gateshead or London.

The holiday entitlement for this post is 25 days plus bank holidays. In addition, the Sing Up office is normally closed between Christmas and New Year, so, at the discretion of the CEO you will receive an additional number of days off during this period, which will not be taken from your leave allocation.

Please note that the successful applicant for this post may require a Disclosure Check – Enhanced Level with the Criminal Records Bureau. This is due to the fact that the post may have access to children. Further information is available from www.disclosure.gov.uk.