



malaria
NO MORE
united kingdom

WE EXIST TO MAKE
MALARIA NO MORE

ABOUT MALARIA NO MORE UK



Malaria has been described as the oldest killer disease in history; even now, despite recent progress, it claims the life of a child every two minutes.

Malaria No More UK is part of a global movement that is determined to make this the generation that ends malaria for good.

To realise this vision, we need to mobilise governments, influencers, businesses and the public, inspiring them to commit funds, energy and resources to ending deaths from malaria and wiping out the disease for good.

Since 2000, the world has made enormous strides in the fight against malaria. The global malaria fight is becoming the biggest public health success story in history, and we are determined to maintain momentum in spite of the effects of Covid.

SALESFORCE DATABASE ADMINISTRATOR

LOCATION: Vauxhall, London & working from home (Hybrid working)
CONTRACT: Permanent
HOURS: PART TIME 21-25 hours, Mondays - Fridays
SALARY: £30000 - £32000 P.A. (pro rata) dependant on experience
REPORTS TO: Senior Operations Manager

ROLE SUMMARY

A great opportunity for a well organised, motivated and experienced individual to join the Malaria No More UK team based in Vauxhall, London. Your main focus will be data management and gift entry, as well as providing support to the wider MNMUK team in all matters on the organisation's Salesforce customer relationship management system, its use and application.

You will be the 'super user' for the Salesforce database and will drive service focused improvements to the CRM system including creating and running reports, managing the system to provide for the needs of all stakeholders across the organisation, entering the gifts and other data on a daily basis, and working with the IT Manager to ensure the CRM system is optimally configured and being used correctly and efficiently by all end users. You will be writing, programming and configuring the system to be the most effective at producing the data output needed by the team as well as ensuring the correct information is stored effectively and is easily accessible, reportable and usable by the team.

This role will support the charity in all technical CRM system-related processes and provide application expertise to the charity. You will facilitate data quality and process improvement works and supports data owners across the organisation to address data quality and governance issues.

This role is part of the busy Operations team, who are at the hub of the organisation, helping to contribute to the entire team's work to end suffering and deaths from malaria – a disease that kills a child every minute and yet can cost less than £1 to treat.

KEY RESPONSIBILITIES

DATA ADMINISTRATION

- Record and code all income promptly and accurately on Salesforce
- Download income and donor reports from external websites (eg Justgiving, PayPal etc) and regularly transfer funds
- Ensure that opportunities to claim gift aid are maximised, maintaining accurate gift aid records
- Work with the Finance Manager to undertake gift aid claims for the organisation
- Upload all electronic and hard copy information relating to donors and donations on to Salesforce
- Carry out contact data entry and updates.
- Review Mailchimp data against Salesforce and update records as required
- Monitor all opt in and opt out requests from the donors and contacts and amend records accordingly
- Ensure all data is maintained under GDPR compliance regulations

SALESFORCE DATA MANAGEMENT

- Be the Salesforce CRM Super User and database administrator, responsible for the day to day operation of the database
- Programming, writing and implementing system amendments to meet the needs of the end users
- Manage the end user experience of the CRM, working with all stakeholders to ensure their needs are adequately provided for on the system
- Perform hands-on solution development and technical support
- To provide clear and regular updates to all relevant audiences, including (but not limited to) project teams, fundraising operations, and CRM/IT team colleagues
- Ongoing enhancement of CRM technical, application and business knowledge to be able to actively participate in specifying tailored solutions for the charity's needs
- Ensure that all technical solutions developed within the system are compliant with existing data policies and governance
- Undertake the training of all users of the system, including introductory training for all new starters
- Create and run reports on the system as required

- Configure the system to provide optimum performance
- Make required changes in coding and configuration to meet stakeholders' needs
- Ensure all data is maintained on the system in a GDPR compliant manner
- Produce user guides within the system to assist all end users
- Actively contribute to the process of continual improvement, in regard to self, team and systems

PERSON SPECIFICATION:

ESSENTIAL

- Demonstrable experience of working with Salesforce CRM in the capacity of both database administrator and as data entry user
- Experience importing data from various platforms into Salesforce and for data entry.
- An understanding and experience of the Gift Aid claiming process.
- Experience using Salesforce to create and run reports
- Solid experience processing a relatively high number of supporter details and payment transactions.
- Excellent IT skills including MS Office packages
- Strong experience manipulating data using Salesforce
- Confident and effective communicator – verbally and in writing.
- Committed to delivering accurate work to agreed deadlines.
- Familiarity with GDPR legislation

DESIRABLE

- Salesforce CRM or similar systems certifications
- Good understanding of working in a charity or not for profit organisation.
- Lived personal malaria experience

PERSONAL ATTRIBUTES


- You will already have experience working in a similar role, ideally in a charity or not for profit
- You will be extremely well organised with a commitment to accuracy and attention to detail, especially where data is concerned
- You will find satisfaction in providing the information that your colleagues need to make the best use of the Salesforce CRM
- As part of a small team working in a fast-paced environment, you will be able to organise and prioritise your own workload whilst at the same time responding efficiently to the needs of others
- You will be happy implementing systems and procedures that are already in place and you will have the aptitude to suggest improvements that maximise team efficiency

STAFF BENEFITS INCLUDE

- 10% employer pension contributions
- 28 days' annual leave plus Bank Holidays
- Professional training & qualification subsidy

MNMUK recognises the value of a team in which people from diverse backgrounds are able to introduce fresh ideas and contribute to delivering our mission to make Malaria No More. Candidates from historically marginalised or underrepresented backgrounds are encouraged to apply.

This job description may be amended over time in consultation with the Senior Operations Manager



**If this sounds like a role you are driven
to take on, we would like to hear from you.**

To apply, please send your CV and a covering statement detailing how you fit the role and why you want to work for us to:
recruitment@malarianomore.org.uk

CLOSING DATE: 11th January 2022
1st INTERVIEWS: w/c 17th January 2022

If you would like to discuss anything about the role before applying, please contact the Senior Operations Manager at the above email address.