

ROLE PROFILE

JOB TITLE:	Database Administrator	REPORTING TO (TITLE & NAME):	Strategy and MEAL Coordinator
TEAM:	MEAL (monitoring, evaluation, Accountability and learning)	DATE (last revised):	June 2022
LOCATION:	Dublin	CONTRACT TYPE:	Permanent
WEEKLY HOURS:	Full-time		

Principal Objective of the Team and Role:

Team Purpose: The purpose of the MEAL Team is to manage, strengthen, coordinate, and support the monitoring and evaluation, accountability, and learning strategies of the organisation. This includes supporting programme teams with data collection, monitoring tools and analysis; supporting cross-organisational learning; and coordinating external evaluations. The MEAL Team also supports the Directorate with the development and monitoring of the organisational Strategic Plan.

Role Purpose: The Database Administrator is responsible for the development, management and maintenance of FLD's database ('the DB') which is a key tool for information management of contacts for the organisation. This role is responsible for ensuring database integrity in terms of architecture, accuracy, efficiency, functionality and reporting outputs.

Responsibilities:

The Key Accountabilities of this role are as follows:

1. Developing and Maintaining the Architecture of the Database

This role is responsible for ensuring that a clear framework exists and is regularly reviewed / updated to provide written guidance and support for all users on how the database should be managed within FLD.

- Review and modify the database structures and processes, as necessary to ensure they are fit for purpose.
- Ensure FLD staff are sufficiently trained to use the DB to maximum effect in support of their work.
- Maintain a quality user experience by keeping track of the issues that arise for staff on the DB and exploring how to best resolve these issues.
- Review and update protocols and procedures for staff use.
- Update the terminology and data variables stored in the DB to align with changes in the field and FLD's work.
- Consult and work with different teams and working groups across the organisation to develop the database to best support their ability to document and report on the organisation's work.
- Assist in visioning and prioritisation for the Database.

2. Data Integrity: Standardising Processes & Managing Reliability

Support the translation of written processes into live daily actions to ensure data is being inputted into the database is timely, accurate and reliable through regular monitoring and following up to action any corrections required.

- Ensure clear database management processes are in place and communicated to the team via induction, on-going training, policy and guidance.
- Support the implementation of processes and develop good practice within the organisation.
- Monitor compliance with these processes ensuring data is imported and set-up in a timely manner and accuracy of data inputted to the database, in consultation with staff.
- Correct data quality issues where identified.
- Input of new contacts and events to the DB.
- Merging of duplicate contacts.
- Periodic review of all data that has been entered to ensure quality and consistency, and to flag any omissions to the relevant teams.
- Monitor the efficiency of the data inputting processes and developing these processes where needed to improve performance.

3. Reporting & Representation

Support the Organisation through regular and accurate reporting on required activities, discussing insights and representing FLD externally.

- Run reports as necessary to analyse data in the DB e.g. Monitoring and Evaluation Work, Organisational reports, The Global Analysis Report.
- Support projects, planning and decision making within the organisation with data management advice, reporting and insights from the database.
- Promote learning across the organisation from the analysis and interpretation of data and results
- Create searches for reports, that can be easily used by staff across the organisation for a range of objectives.
- In consultation with different teams, develop customised reports for specific reporting requirements to external stakeholders as well as internal use by Managers and Directors.
- Engage with staff and different teams to improve reporting functionality of the DB.
- Acting as the data focal point for FLD, managing and supporting relationships with external organisations on data and data management.
- Act as FLD's Focal Point on the ALLIED Data Working Group.

4. Training & Supportive Learning

Take a proactive and supportive approach to modelling best practice in database management in FLD and encouraging users to appreciate the importance of compliance with the processes to enable added value to be delivered in our work.

- Deliver DB induction training to new staff
- Reviewing and updating the DB Guidelines, training videos and the induction training process
- Provide on-going training and support for users with best practice when maintaining data within the database.
- Database query optimisation: responding to DB related queries, having working sessions on different aspects of the DB and having calls with staff to go through issues with the DB as they

<p>arise.</p> <ul style="list-style-type: none"> • Support all users to understand, utilise and optimise the data stored in the database, as well as how to access and use for reporting. 	
<p>5. Security and Privacy Manage our database activities to ensure risks are mitigated as much as reasonably practicable.</p> <ul style="list-style-type: none"> • Manage the Database accounts, including creating new accounts and deleting old. • Ensure best practice of retention and deletion of data, in accordance with our GDPR policy. • Adhere to relevant legislation, best practice, policies, and processes 	
<p>Reporting Structure (number of team members supervised in this job):</p>	
Directly: None	Indirectly: None
<p>Key Relationships (please specify contacts):</p>	
Internal:	External:

<p>Person Specification:</p>	
<p>Knowledge and Skills:</p>	
<p>Essential:</p> <ul style="list-style-type: none"> • Excellent knowledge of database/CRM technologies and platforms • Excellent attention to detail • Proficiency in using/working with spreadsheets • Excellent record management and filing skills, with a forensic approach to record keeping • Excellent data analysis skills • Excellent communication skills • Strong time-management skills, ability to work to deadlines • Must be focused and self-motivated, able to work under direction and to prioritise own workload to meet deadlines; various and competing • Be results and performance driven 	
<p>Experience:</p>	
<p>Essential:</p> <ul style="list-style-type: none"> • At least 2 years' experience in data management and experience of designing, developing, producing, and analysing database reports • Experience with creating database queries for data selections and exporting data 	
<p>Desirable:</p> <ul style="list-style-type: none"> • Experience in training others in database/CRM technologies and platforms • Experience working in human rights sector • Experience on CiviCRM, an open-source Contact Relationship Management system 	

<p>Competencies:</p>

Building Effective Working Relationships
Collaborative Working
Communicating With Others
Strategic Thinking

Frontline Defenders is an Equal Opportunities Employer