Job Description

Website and Database Officer

Hours: 25 hours per week
Salary: £18,280 per annum (actual) for a 25 hour week
Holiday entitlement: 28 days plus 8 statutory Bank holidays, pro rata
Based: Home based
Reporting to: Communications Manager

About City of Sanctuary

City of Sanctuary is a network committed to building a culture of hospitality and welcome, especially for people seeking sanctuary from war and persecution. The City of Sanctuary UK organisation supports the network of local groups including boroughs, towns and cities across the UK; all committed to building this culture of welcome across every sphere of society. Wherever refugees go, we want them to feel safe and find people who will welcome them.

Purpose of the post

The post holder will take a lead on internal communication and provide website and database support to the whole team and local groups across the area when required. The post holder also supports the Chief Officer and Communications Manager as required.

Main duties

The post holder will be required to:-

1. Website and Email support
   a. Work with the team to ensure that groups are supported in using the website
   b. Set up group websites and provide ongoing support and training to the CoS groups across the network to use their website effectively
   c. Maintaining, setting up and supporting of group emails through G-Suite and transferring any outstanding emails from mail client
   d. Setting up and maintaining staff email
   e. Work with consultant and other colleagues to ensure that our website is ‘fit for purpose’, is visually appealing, user-friendly and has clear navigation tools
   f. Support the team when the website needs coding and modifying
   g. Support the team to ensure the regular updating of the website including resources, stories and blogs etc
2. Communications

a. Take a lead on developing the newsletter
b. Deliver presentations to facilitate the better use of technology and the growth of the network
c. Manage the generic CoS inboxes liaising with team members as appropriate

3. Database

a. Working with the CoS UK Civi-CRM database to find ways to store, organise and manage data
b. Continuing development of the database liaising with the Civi-CRM database consultant as required
c. Managing the CoS database access
d. Ensuring that the CoS database meets user requirements
e. Defining objectives through consultation with staff at all levels
f. Testing and modifying new uses of the CoS database
g. Maintaining and troubleshooting the CoS database
h. Training and ongoing support for staff to use the CoS database
i. Capture complex data for reporting

4. General

a. Undertake administration tasks and maintain administrative records as required, including, but not limited to, information required for monitoring and evaluation purposes
b. Liaise closely with other members of the national team and trustees
c. Attend network-wide meetings when necessary
d. Work as part of the team to deliver on national partnership work, including national events such as Sanctuary in Parliament
   Provide reports for internal purposes as well as contributing to funders reports when required
   Work within City of Sanctuary Policies and Procedures at all times
   Take part in training, learning and development as required by the role
   Carry out additional duties that may be reasonably expected
PERSON SPECIFICATION

1. Experience
   a. Participation in the refugee welcome movement, preferably through involvement in a local City of Sanctuary group or stream
   b. Experience in addressing groups of people in a variety of settings including training and supporting skills development
   c. Experience in communications work
   d. Proven experience of working in partnership and track record of building relationships with a wide range of people
   e. Experience of use and development of websites (ideally WordPress) and databases (ideally Civi-CRM database).

2. Knowledge and skills
   a. Some understanding of the key issues affecting people seeking sanctuary
   b. Ability to demonstrate the skills required to work in partnership in order to support capacity building in website and IT skills
   d. Ability to relate to and work with a wide range of people, many of whom will be volunteers
   e. Ability to prioritise, work under pressure, self-manage and meet challenging deadlines
   f. A good communicator, being able to use a wide range of communication methods, including written, oral and social media
   g. Effective knowledge and skills to design and deliver presentations/training to a wide range of audiences
   h. Excellent IT skills including basic HTML and CSS coding and familiarity / ability to learn to use a variety of applications including Microsoft Word, Powerpoint, Excel, Mailchimp, Google workspace, Slack, Cloudflare, CiviCRM, Metabase, Canva, Wordpress including Plugins like Elementor and Gravity forms
   i. Proven skills in administration, organisation and event management

3. Qualities
   a. Must be passionate about our work and clearly demonstrate a commitment to the vision of the City of Sanctuary
   b. Be diplomatic and patient in building relationships and partnerships
   c. Self-motivated, resilient and calm under pressure, able to adapt to changing situation and cope with varied work programmed (whether it be working alone or in collaboration with others)
   d. Willingness to learn new skills and applications to solve problems as required

4. Practicalities
   The role requires occasional travel and possibly overnight stays