



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 for people seeking sanctuary from war and persecution. City of Sanctuary UK supports the network of local groups 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

Are you a self-motivated, patient person with strong web and database technical support skills? Are you passionate about refugee rights and building a more welcoming and inclusive society? We want to hear from you!

You will lead on website and CRM database technical support for the whole team and local groups. 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

- Work with the team to ensure that groups in the network are supported in using the website
- Set up group websites and provide ongoing support and training to the groups across the network to use their website effectively
- Maintaining, setting up and supporting of group emails through G-Suite
- Setting up and maintaining staff email
- Provide technical support for the website and ensure that it is up-to-date in good working order
- Work with Website developer as required and support the Communications Manager to manage the web development contract

2. CRM Database management

- Managing the City of Sanctuary UK Civi-CRM database to store, organise and use data, including complex data for reporting purposes
- Ensuring that the CRM database meets user requirements, whilst testing and modifying new uses of the database
- Training and support for staff to use the CRM database, including troubleshooting
- Setting up web forms on the database and maintaining database views on the website

3. Other

- Take a lead on developing and optimising the mailing lists, including monthly newsletter
- Media monitoring and data inputting
- Occasionally deliver presentations to facilitate the better use of technology and the growth of the network
- Manage the generic inbox, forwarding info to appropriate team members.
- Undertake administration tasks
- Attend network-wide meetings when necessary
- Provide reports for internal purposes and funders
- 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, skills and knowledge

- Experience of website development and management, ideally WordPress
- Experience of using the backend of CRM databases, ideally Civi-CRM
- Experience of managing and optimising mailing lists
- Excellent IT skills including basic HTML and CSS coding
- Understanding of the key issues affecting people seeking sanctuary
- A good communicator, with experience in addressing groups of people
- Confident in training others and supporting skills development
- Experience of working in partnership and track record of building relationships with a wide range of people
- Ability to prioritise, work under pressure, self-manage and meet challenging deadlines
- Skills in administration, organisation and event management

2. Qualities

- Willingness to learn new skills and applications to solve problems as required
- Passionate about our work and clearly demonstrate a commitment to the vision of the City of Sanctuary
- Be diplomatic and patient in building relationships and partnership

Please note: The role requires occasional travel and possibly overnight stays