Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Data Manager	

Department/Division: Philanthropy and Global Engagement (PAGE) **Accountable to:** Head of Systems and Data

Competency	Criteria	E/D
Knowledge and Experience	• Educated to degree level or equivalent	E
	• Strong IT skills and conceptual understanding of data management and relational databases	E
	• Experience of designing and delivering a user training programme	E
	• Experience of interrogating data using SQL to produce datasets for analysis	E
	• Experience of working with Ellucian Advance, Anthology Encompass, Salesforce or Marketing Cloud	D
	• Experience/knowledge of fundraising and marketing processes and principles.	D
	• Experience of working in Higher Education or charity sector.	D
Communication	• Strong communication skills with the ability to explain complex technical concepts to technical and non-technical audiences – written and verbal.	E
	• Listening closely, and speaking with clarity to all colleagues, staff and partners.	E
	• Excellent business process analysis and documentation skills	D
Teamwork and Motivation	• Strong interpersonal skills, particularly successful experience in line management and mentoring	E
	• Willingness and ability to be flexible with a demanding work schedule, managing a range of competing deadlines.	E
Liaison and Networking	• Comfortable working with stakeholders at all levels including senior staff	E

	• Able to liaise productively with a variety of external contacts	E
Service Delivery	• Develop and provide expertise in PAGE CRM data models and other systems/platforms	E
	• A demonstrable, proactive approach to improving data processes and data quality.	E
	• Experience of working from business or user requirements.	E
	• Ability to maintain confidentiality, adhere to sector best practice, and comply with Data Protection legislation.	E
Decision Making processes and Outcomes	• Ability to articulate recommendations for change in activity based on data analysis, even where well established practices would be affected.	E
	• Demonstrable experience of designing and implementing a Data Strategy	D
Planning and Organisation	• Ability to prioritise workload, and that of the Data Team, to meet deadlines.	E
	• Able to manage multiple projects, planning forward, leading regular reviews and making changes where necessary.	E
Initiative and Problem Solving	• Self-motivated, and clear evidence of high standards of accuracy, with a proactive approach to problem-solving.	E
	• Flexibility and adaptability to learn new systems, tools and processes.	E
Analysis and Research	• Knowledge of techniques for detecting, resolving and monitoring data quality issues.	E
	• Awareness of relevant legislative requirements and sector best practice in line with Data Management.	E
	• Experience of designing and managing User Acceptance Testing.	D

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.