Database Manager

Full-Time, United Kingdom, London

Department	Employment Type	Minimum Experience
Infrastructure	Full- Time	Experienced

Do you enjoy strategic planning?

Do you have extensive data management experience, including analysis and insight?

Do you enjoy implementing new database systems?

Our Hillsong infrastructure department are currently looking for a Database Manager to join the team. In this role you will be responsible for operational management and strategic development of the Hillsong UK database. You will take responsibility of our new database system and be responsible for its effective use across all departments and teams. This will include continual training and development of group, team and Kids management, along with a registration function for all small-scale events. You will have extensive data management experience, including analysis and insight, with a familiarity with CRM System and ticketing. As the Database Manager, you will manage the overall reporting / analysis, database administration, database strategies and more.

As the Database Manager, you will be integral during a period of growth and change within the infrastructure team at Hillsong Church UK.

Summary of responsibilities:
- Supporting the operations manager to develop, implement and manage Hillsong's new database system.
- Overall data management, maintaining a healthy overview of how the data gathered is used throughout Hillsong UK. Working with departments, to ensure that the information gathered is used effectively.
- Develop and implement systems and processes regarding the use of the database, whilst ensuring that users are following the correct procedures.
- Identify ongoing training and support requirements for all staff.
- Oversee any software integrations, whilst troubleshooting any problems and ensure functionality of the database.
- Regular reviews of the database to conduct analysis and create reports.
- Taking lead responsibility for the production, analysis and presentation of database reports
- Regular meetings with Pastoral staff to ensure complete understanding and correct use of the system, and to develop the databases and systems in response to feedback.
- Maintaining a high level of understanding of all national requirements relating to the database
- Monitoring Hillsong's data protection compliance.
- Work with the Legal Department to advise and train staff on GDPR issues and procedures.
- Keep up to date on developments in data management, privacy legislation and good practice.
- Manage data-related policies, in conjunction with the Legal Department.
- Manage archiving and retention practices and ensure data is stored in accordance with current legislation and relevant Hillsong policies.
- Manage data requests in accordance with legislation and Hillsong policies.
- Undertake Data Protection Impact Assessment (DPIAs) where required by legislation and/or Hillsong policies and procedures.
- Work with the Conference Team to plan and outwork streamlined systems and processes for efficient management of the ticketing system for large scale events.

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- Keep up to date with database features and improvements.
- Develop onboarding process for new staff and leaders.
- Provide support to operations team including supporting projects, developing systems and processes and any other tasks as and when required.

Profile/Skills/Qualification
- Extensive data management experience, including analysis and insight
- Familiarity with CRM systems
- Familiarity with ticketing systems
- Proven experience managing IT systems
- Excellent organisation and time management skills
- Communication skills including proven experience in writing reports and presenting analysis
- Ability to engage and present to stakeholders
- Ability to create written materials
- Team management skills and proven experience working with non-technical stakeholders
- Excellent attention to detail
- A willingness to be:
    - Collaborative
    - Supportive
    - Generous
    - Inspirational
    - Committed to a Common Purpose

If this sounds like you, we would love for you to apply today!