

JOB DESCRIPTION

Job Title: Database Manager – IT Systems

Department: Finance & Operations

Reporting to: Head of IT

Location: Home/ Head Office

PURPOSE OF ROLE:

To oversee the maintenance, integrity, and reporting functions of all our organisational data systems. The ideal candidate will have knowledge of CRM databases alongside experience in SQL, data management, and criteria setting for production of actionable reports for stakeholders.

MAIN DUTIES AND RESPONSIBILITIES

- Review and oversee the ongoing implementation of our data management strategy, and enforce any relevant policies and procedures.
- Maintain and manage core data systems, ensuring data, completeness accuracy, consistency, and compliance with relevant data protection legislation (e.g., GDPR).
- Oversee data integration and sharing between all of our data organisational platforms.
- Design regular reports to be generated and run within departments and when a business case has been agreed to assist with ad-hoc reports to support strategic decision-making, fundraising, marketing, and operational teams.
- Monitor database performance, identifying bottlenecks, and implement solutions to optimise query speeds and data retrieval.
- Use SQL to query databases and support deeper analysis when required and a business case supports this.
- Implement data quality processes, perform data audits, and resolve data integrity issues.
- Oversee the Data retention, backup and recovery of all data held.
- Ensure data accuracy, integrity, and security through access controls, encryption, and regular backups.
- Manage the database environment, including installation, configuration, and maintenance of database software

- Support teams with training, data entry standards, and guidance on effective database use.
- Collaborate with IT teams to ensure systems are optimised and secure.
- Provide if required effective management the performance of the Data Officers, ensuring they are working to agreed objectives, delivering outcomes and that they receive appropriate training and support.

Prepared by: Head of IT

Date Prepared: August 2025

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Proven experience in data management or database administration	●	
Knowledge of implementing data management strategies, policies, and procedures.	●	
Working knowledge of Microsoft Dynamics and Blackbaud Raiser's Edge	●	
Ability to write and troubleshoot SQL queries	●	
Strong understanding of database structures		●
Working knowledge of Power BI or other visualisation/reporting tools.	●	
Knowledge of APIs and when to use these to set the protocols for sharing data and updating information into a database		●
Good understanding of data protection legislation	●	
Proficient in MS Office (Excel, Word etc)	●	
Experience of managing a team	●	
Skills, Aptitudes & Abilities		
High level of attention to detail and excellent problem-solving skills.	●	
Strong communication skills with the ability to explain technical concepts to non-technical colleagues.	●	
Ability to correctly follow IT processes and procedures when supporting internal IT support requests	●	

Ability to build and sustain strong relationships with a diverse range of people	●	
Able to collaborate with others, work inclusively with diverse groups of people and adapt your working style effectively	●	
Able to plan and organise a varied and busy workload, including handling conflicting priorities and meeting deadlines	●	
Ability to communicate through the medium of Welsh		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.