



# **YOUTH MUSIC**

**Database  
Administrator  
Job Pack  
2022**

## What we do

We believe that every young person should have a chance to change their life through music. Yet research shows that many can't because of who they are, where they're from or what they're going through.

Through our insights, influence, and investment in grassroots organisations, we make sure more young people aged 0-25 can make, learn and earn in music nationwide.

Youth Music is a national charity funded thanks to the National Lottery via Arts Council England, players of People's Postcode Lottery and support from partners, fundraisers and donors. Find out more about our work on the [Youth Music Website](#) and read more about our funding programmes on the [Youth Music Network](#).

## Diversity and equal opportunities

Youth Music is an equal opportunities and Living Wage employer. We are committed to attracting, recruiting and retaining diverse candidates. It's important that our team reflects the communities we serve.

We especially welcome applications from people from under-represented groups and are committed to making adjustments that would support you in applying for or carrying out the role. We are currently under-represented by people from within the Trans community, people of faith, people from the LGBTQ+ community, Disabled people and people from the Global Majority. If you are Disabled and your application meets the minimum criteria for the post, we will offer you a guaranteed interview.

Please contact [constance.dingri@youthmusic.org.uk](mailto:constance.dingri@youthmusic.org.uk) if you have any access requirements or if we can make reasonable adjustments so that the interview process is more accessible.

## Salary and benefits

- Salary:** £34,000 to £40,000 depending on experience (pro-rata equivalent for part time)
- Pension:** 8% of salary towards a non-contributory group pension
- Contract:** Part time, two or three days per week (15 or 22.5 hours per week). We operate a blended working approach with Wednesday being a fixed office day for all staff
- Location:** London, SE1 0LH
- Holidays:** 25 days plus public holidays (pro-rated for part time) and additional days over the Christmas period when the office is closed

## About the role

This is a new role, designed to take ownership of data and database management across Youth Music. The Database Administrator will be responsible for day-to-day configuration and support as well as longer-term development. You'll lead on the implementation of tools, team-specific integrations and in-house training in all aspects of database development and administration. In this role, you'll be working within a team that advocates for evidence-led decision making and a sustainable data culture.

You'll be a member of the Communications & Marketing team, reporting into the Insights Manager. This role will be responsible for data integrity, compliance, integration, maintenance, and development of our grants management and CRM systems: Salesforce and CC Grant Tracker. As well as ensuring that the correct information is stored effectively and is easily accessible, reportable and usable. The Database Administrator will assist us to demonstrate delivery against our Business Plan by programming these systems to be the most effective at collecting and producing the data output needed by the team. You will also play a key role in championing the new Insights Strategy, which will support our digital evolution, data workflow refinement and process consolidation.

In summer 2021 we commenced funding individuals for the first time and worked with consultants at Hyphen8 to adapt their grantFlex product to suit our grants management needs, incorporating applications such as FormAssembly. We have also imported our 'Raiser's Edge' database into Salesforce. Whilst you will be an expert in Salesforce, you'll also lead on our existing grants management database – CC Grant Tracker – and look to introduce consistency across both systems. Training identified will be provided by our technology partners complimented by online learning towards addressing any knowledge or skills gaps. We now need a data framework guardian to take ownership of data and database management across the organisation. You will be a leading role in establishing sustainable technical solutions.

We operate a blended working approach with Wednesday being a fixed office day for all staff

## About you

You'll be a data specialist, with significant experience in managing and enhancing CRM or grants databases to support the requirements of a business or charity, including integration with websites. You'll have experience of working towards organisational objectives whilst reinforcing an insights-led culture. And you'll have demonstrable experience of using technology to streamline processes. Your key data management and interpersonal skills will help us work towards our organisational outcomes; to equalize access and outcomes for children and young people, empower projects and professionals to survive and thrive, and inspire change amongst the creative ecosystem.

You'll have a collaborative approach, able to communicate to audiences with varying levels of technical expertise. And you'll be confident in building relationships with senior internal stakeholders to understand their needs, handle simultaneous requests and influence crucial business decisions at times.

We're seeking a highly technical problem-solver, task-focused with exceptional attention to detail. You'll be proactive, thriving in a busy environment with an ability to prioritise based on organisational need.

In addition, you'll be able to demonstrate robust understanding of regulatory and compliance practices surrounding data protection.

## Key responsibilities

### General administration duties

- **General administrative functions for Salesforce NPSP and CC Grant Tracker:** user maintenance, modification of page layouts, generation of reports and dashboards, implementing system-critical updates, product retirement upgrades and plug-in management (e.g. Conga and FormAssembly, including (but not limited to) setting up connectors, customisation of fields and formulas), maintaining naming conventions when creating new export fields and other routine tasks
- **Database administration for funding programmes:** setting up funding rounds, building forms, implementing testing protocols and ensuring data integrity
- **Create and maintain reports and dashboards** for teams across the organisation (ie bespoke data summaries for grants management, marketing and partnerships functions)

### User support

- **Provide training for new users and growing the Salesforce NPSP and CC Grant Tracker skillset** across Youth Music with one-off and ongoing training, support the development of our 'super-users', maintaining relationships across team and supporting them with their daily system requirements
- **Maintain user manuals and system documentation**, building upon existing data management processes and user guides
- **Documenting customisations** and processes across software packages
- **General bug-fixing** and user support, both with internal users and troubleshooting with external applicants

### Database maintenance and integrity

- **Performing database maintenance tasks**, including diagnostic tests and ensuring data integrity
- Ensuring we comply with our own policies across all our databases with regards to **GDPR legislation**

### System development and evolution

- **Proactively identify opportunities for system optimisation**, automation and business intelligence enhancements
- **Lead on architecture/design discussions**
- **Managing the relationship with our technology partners** including Hyphen8 and CC Technology, gathering detailed requests for improvements or changes to the system and funneling to them

## Person specification

### Essential Skills and Experience:

- Experience in a similar role or as a Salesforce Administrator (or above)
- Demonstratable knowledge and track record of customisation and maintenance of Salesforce, including process builder, lightning flow, validation rules, role hierarchy and profiles
- Experience with third-party applications such as FormAssembly Conga, and DocuSign
- Good understanding of GDPR, and familiarity with approaches to ensuring data integrity
- Strong MS Office skills, including the ability to segment, analyse and manipulate data (Advanced Excel)
- Strong relationship-building skills with the ability to work collaboratively
- Excellent project management skills and the ability to deliver high-quality work in a fast-paced environment
- Knowledge of and commitment to inclusion, equality, diversity and accessibility

- A fast learner, with willingness and commitment to develop further knowledge and qualifications on key systems (with support from Youth Music)

**Desirable Skills and Experience:**

- Salesforce Certified Advanced Administrator
- Knowledge of grant-making
- Knowledge of the charity sector and its regulatory framework
- Understanding of the music education and / or music industries landscape

**This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be subject to change.**

## How to apply

If you are interested, please:

- Send your CV to [jobs@youthmusic.org.uk](mailto:jobs@youthmusic.org.uk)
- Fill in a diversity monitoring form here:

<https://survey.alchemer.eu/s3/90317662/0ef93b8a7d93>

Apply by: Tuesday 3<sup>rd</sup> January 2023

Suitable candidates will be invited to have an informal chat with Remi Fairweather Stride, Insights Manager on Thursday 5<sup>th</sup> January 2023 and Friday 6<sup>th</sup> January 2023.

If successful in person interviews will be held on Tuesday 10<sup>th</sup> January 2023 and Thursday 12<sup>th</sup> January 2023.

*Front cover photo credit: Romsey Mill, Youth Music funded partner*

# YOUTH MUSIC

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REGISTERED CHARITY NUMBER: 1075032  
LIMITED COMPANY NUMBER: 3750674