



VACANCY PACK

Join us as we lead the search for a cure.



Registered with
FUNDRAISING
REGULATOR

**ALZHEIMER'S
RESEARCH UK** **FOR A
CURE**



WELCOME TO ARUK

If nothing changes, one in two of us will be directly affected by dementia – either by caring for someone with the condition, developing it ourselves, or both. Alzheimer's Research UK exists to change that.

As the UK's leading dementia research charity, we're working to revolutionise the way we treat, diagnose, and prevent dementia. But we won't stop there. We will keep going until we find a cure.

Working for Alzheimer's Research UK, you can be part of a team that is:

- Funding world-leading research into dementia across the UK and beyond. Our Research Network brings together nearly 3,000 dementia researchers, to share ideas, collaborate and accelerate our search for a cure.
- Providing information about dementia to people affected and their families.
- Helping to improve understanding about dementia and the potential for research to cure the diseases that cause it.
- Campaigning to keep dementia research on the political agenda and working to ensure government funding for research is a priority.
- Building a social movement behind our cause, inspiring thousands of people to stand with us to find a cure.
- Providing operational support to enable the charitable objectives to be met.

Alzheimer's Research UK is a fantastic place to work. Our pioneering spirit is reflected in the energy and drive of our employees. As CEO, I am extremely privileged to lead exceptionally talented and passionate teams who have the ambitions and determination to create a world free from dementia. We exist for a cure and, together, we will change lives.

Hilary Evans-Newton.

Hilary Evans-Newton
Chief Executive



SENIOR DATABASE OFFICER

JOB DESCRIPTION

Main Purpose of the Role

Alzheimer's Research UK is the UK's leading dementia research charity dedicated to diagnosis, prevention, treatment, and cure. Backed by our passionate scientists and supporters, we're challenging the way people think about dementia, bringing together the people and organisations who can speed up progress, and investing in research to make life-changing breakthroughs possible.

Having launched our new organisation-wide CRM, Salesforce, we now enter a phase of embedding and optimisation. This is a hugely significant and transformative time that provides the opportunity to grow the way we engage with our supporters.

As the Senior Database Officer, your key purpose is to ensure efficient, compliant data management, and effective data processes. You will be responsible for ensuring we have a proactive data quality programme in place. You will proactively support, find improvements, and push for efficiencies to allow Salesforce users to engage with and effectively manage our supporters all completed in line with relevant data protection legislation.

You will play a key role in facilitating process improvements across the organisation, scoping, defining, and implementing data quality improvements ensuring that Salesforce becomes an organisational success and drives data informed decisions across all teams.

Key Responsibilities

- Line management of a Database Executive, providing guidance, support, and development opportunities.
- Act as the team's coach, providing a sounding board to Officers and Executives in the team and sharing the benefit of your experience.
- Ensure the accurate processing of Direct Debit claims and Gift Aid claims on the agreed schedule.
- Introduce and manage an ongoing data quality programme to enhance the integrity and usefulness of the data within Salesforce and building users' confidence in the data.
- Play a regular part in the sprint development team, completing configuration work in Salesforce as directed and taking part in all sprint development meetings.
- Manage data import processes and ensure any exceptions are triaged and the issues rectified, including escalating issues to the relevant agency, or logging a defect in Jira Software.
- Support the Database Manager on database improvement projects aimed at improving teams' processes surrounding their use of Salesforce.
- Provide 3rd line support for the Data Team ticketing system, ensuring tickets are resolved in a timely manner.

Additional Responsibilities:

- Champion the principles equity, diversity and inclusion in all aspects of the role.
- Continuously develop professional knowledge and skills by on-the-job learning, attending relevant network groups, meetings, and conferences.
- Undertake any other duties, initiatives, and projects in line with the responsibilities of the role.

PERSON SPECIFICATION

Knowledge and Experience:

Essential:

- Line management experience
- Experience of developing data quality rules and enhancing the quality of the data held in a CRM system
- Experience of using Salesforce or similar modern CRM systems.
- Experience using a ticketing system, such as Jira Service Desk.
- Experience of process improvement and automation.
- Experience of using an ETL tool to manage loading of data to a CRM system.
- Working knowledge of SQL.
- Knowledge of relational databases, CRM systems and/or large datasets.
- Understanding of data protection legislation and its application to charities.
- Understanding of BACS Direct Debits processes
- Understanding of HMRC Gift Aid processes and compliance

Desirable:

- Good knowledge and understanding of Salesforce and the Salesforce data model
- Knowledge of the Snowflake Platform.
- Knowledge of Agile methodologies, particularly Scrum and Kanban.
- Knowledge of Agile development tools such as JIRA Software and JIRA Service Desk.
- Experience of working in the charity sector and/or understanding of fundraising techniques and programmes.
- Experience of using Clarity Data Transform (CDT).
- Experience of using Demand Tools.

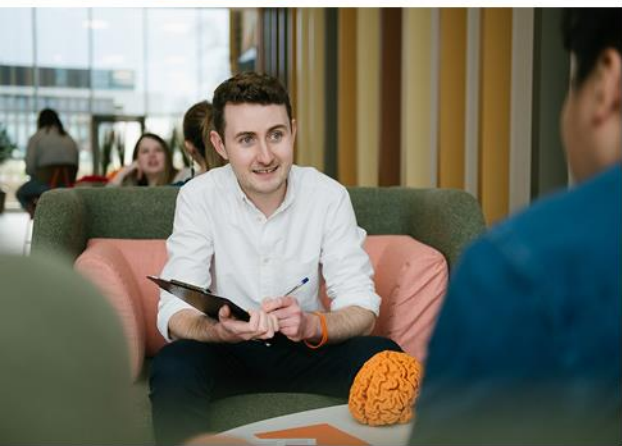
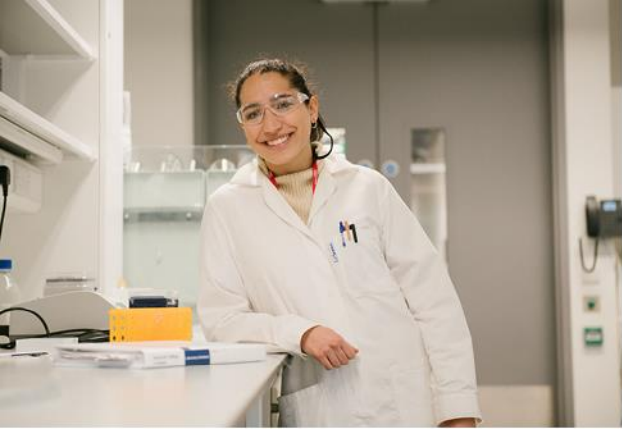
Skills and Personal Attributes:

Essential:

- Excellent verbal and written communication skills.
- Ability to manage multiple tasks simultaneously.
- A creative, positive, and proactive approach to problem solving.
- Excellent internal stakeholder management skills.
- Proven ability to work to a high standard and with an excellent eye for detail.
- Advanced Excel skills.

Desirable:

- APEX or other object-orientated programming language skills.
- Salesforce Administrator Certification
- SOQL



WORKING AT ARUK

In 2022, we were incredibly proud to be awarded a 3-star accreditation by Best Companies which recognises 'World Class' levels of workplace engagement and were also listed in the prestigious Best Companies lists:

- 48th in the 100 Best Large Companies to Work For in the UK.
- 19th in the 100 Best Companies to Work For in the East of England.
- 3rd in the 50 Best Companies to Work For in the Charity Sector.

In addition, we were also shortlisted for a special award recognising the work undertaken on reducing our environmental impact.

In 2021, we were awarded the HR Management award by The Charity Times for our Wellbeing initiatives throughout the pandemic.

In 2020, we demonstrated our commitment to changing the way we think and act about mental health in the workplace and signed the Time to Change Employer Pledge.

ARUK really does look after its people, where you will be able to add value and make a difference.

In return, you will be recognised and rewarded for your contribution, and be given the opportunity to develop your skills, knowledge and experience.

You will also work in a supportive environment where our culture is built around our Leadership Attributes, where we are all expected to:

- Act with **integrity**
- Be **inspirational**
- Be **empowering**
- Be **aware** of our impact
- Work in a **collaborative** way
- Be **accountable**



BENEFITS

Alzheimer's Research UK would not be able to achieve its vision or accelerate progress towards a cure without the talent and dedication of its employees. It is therefore important to offer a range of benefits which are designed to meet both the organisational and individual needs, are market competitive and designed to attract and retain employees.



HOLIDAY ENTITLEMENT

Employees receive 25 days holiday per annum, plus the Statutory Public Holidays. For every 3, 6 and 9 years worked, employees will receive 1 additional day's leave. There is also the option to buy up to 5 additional days holiday per year or carry over 5 days holiday to the following year. This holiday entitlement is pro-rated for new starters and part-time employees.



HEALTHCARE

Employees are offered **Private Medical Insurance**, a **Health Cash Plan**, **Life Insurance** and **Income Protection**. Our **Employee Assistance Programme** provides employees and their family members additional support on problems which may be impacting their work/home life, health and wellbeing and is available 24 hours a day, 365 days a year.



SICK PAY

We offer enhanced Company Sick Pay, where employees receive their normal pay for up to 13 weeks (65 days) of absence through illness in any rolling 12-month period. This is pro-rated for part-time employees.



PENSION

Subject to the eligibility criteria, employees are enrolled in our pension scheme but can opt out if they so wish. The charity contributes 5% and employees contribute a minimum of 4%.



CYCLE TO WORK SCHEME

Employees can purchase a commuter bike, clothing and accessories, whilst spreading the cost over a 12-month period and making savings through a tax break.



FAMILY FRIENDLY POLICIES

Our Family Friendly Policies have been designed to support employees by offering different types of leave that may be taken. Subject to the eligibility criteria, we also offer enhanced pay.



LEARNING & DEVELOPMENT

My Learning, Our Breakthroughs programme has been designed to enable employees to develop their skills, knowledge and behaviours, add value and drive organisational success.



TERMS OF APPOINTMENT

- Contract Type:** Permanent
- Salary:** Circa £36,000 per annum
- Working Hours:** 35 hours per week
- Ways of working:** As part of our Agile ways of working you will be required to work approximately 2 days a week from the office, which is subject to the requirements of the role and the business needs. Flexibility on where you work can be split between working from home and our office.

Roles that are classed as part of the Agile ways of working are not able to claim any costs for Mileage/Travel on Public Transport, Accommodation and/or Meals. This includes when attending the office for various meetings/events.

OUR OFFICE

Our office is at 3 Riverside, Granta Park, Great Abington, Cambridge, CB21 6AD.

Granta Park sits next to the River Granta and has its own lake and three woodland walks. It is home to a variety of wildlife and has a range of amenities to provide a convenient work-life balance, including Nuffield Health Fitness & Wellbeing Centre and a restaurant.

There is a good public transport system with a frequent bus and train service from the city centre and surrounding areas, along with a commuter bus service which picks up from both Cambridge Train Station and Whittlesford Parkway Station. The park also offers a free car sharing scheme and free parking.





HOW TO APPLY

We value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively encourage applications from people of all backgrounds and cultures, in particular those from ethnic minority backgrounds who are currently under-represented. Any offer of employment is however subject to you having the right to work in the UK.

As part of our commitment to being an inclusive employer and ensuring fairness and consistency in our selection process, we will handle your CV and application with the utmost confidentiality. While we strive to anonymise your CV where possible, there are certain sections, such as the application question, that cannot be fully anonymised. We kindly ask that you remove any personal information, including your name, when answering the application question. The hiring panel will not have access to your personal details, such as your name and address, until you are invited for an interview. Should you require any adjustments at either the application or interview stage, please contact us at recruitment@alzheimersresearchuk.org.

To be considered for this role, please create an online account using our Online Recruitment Platform, via your desktop or mobile device, which can be accessed through our [Job Vacancies page](#). Once you have created your online account, you will be able to apply for this role, and can attach your CV. You will also be able to track your application, view other vacancies and sign up for future job alerts.

Your supporting statement should summarise the following:

- Why you are interested in applying for the role.
- How your skills, knowledge and experience meet the requirements of the person specification.

The closing date for applications is **10th November 2024**, with interviews likely to be held w/c **18th November 2024**. We would encourage you to submit your application at the earliest opportunity as the closing date may be brought forward at any time. Please indicate in your covering letter if you are unable to attend an interview on a certain date.

GENERAL DATA PROTECTION REGULATIONS (GDPR)

CVs will be kept by Alzheimer's Research UK in line with the General Data Protection Regulations. Although we will endeavor to consider previous or speculative applications where possible, due to the number we receive, we encourage you to regularly view our website for upcoming opportunities and sign up for future job alerts.

TESTING POLICY

[Animal Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our animal testing policy at ARUK.

[Stem Cell Testing Information - Alzheimer's Research UK \(alzheimersresearchuk.org\)](#) – Please see the link above regarding our Stem Cell testing policy at ARUK.