



## Job Description

<b>Position</b>	CRM Database Administrator
<b>Department</b>	Services
<b>Reports to</b>	Head of Technology
<b>Location</b>	Flexible (London likely for NZF meetings)
<b>Pay</b>	Up to £40k (dependent on experience)
<b>Term</b>	12 months fixed term contract (37.5hrs a week)

### **About NZF**

National Zakat Foundation (NZF) gives Muslims around the UK a way to bring their Zakat to life. It is the only platform with a nationwide reach that helps Muslims calculate and give Zakat to those who should be receiving it. For each individual giver, NZF tracks their Zakat and lets them know when it has been distributed to people in need.

This is an exciting time to join NZF as it delivers its services on the basis of an enhanced operating model, putting its primary user, the Zakat giver, at the centre of everything it does.

### **Purpose: how this post supports NZF's vision and mission**

NZF is now embarking on the initial stage of its Microsoft Dynamics CRM upgrade project. With 10 years' experience in collecting and distributing Zakat in the UK, NZF seeks to develop a seamless and simple experience for givers and recipients and build scalable services which are ready for NZF's ambitious plans for growth.

Working closely with the Head of Technology, our CRM integration partners and an external team of developers, you will serve as the in-house CRM specialist. You will support the Director of Services and Head of Technology with the implementation phase of the CRM upgrade, liaising with the integration partner through the sprints and supporting colleagues with User Acceptance Testing (UAT) throughout the project. You will be responsible for maintaining & managing the CRM system and database.

Having gained a detailed understanding of NZF's data architecture, you will be NZF's 'custodian of data'. You will manage the quality and integrity of the data and ensure that incoming data is 'clean' and channelled correctly. You will support all areas of the organisation to access data including contact segmentation, business information reporting, data for marketing campaigns, customer retention and product analysis.

As NZF continues to develop products and features which improve the UX for Zakat givers and recipients, your strong understanding of relational data sets and the configuration of the CRM system will allow you to confidently advise on how changes will impact various systems and can be effectively integrated into the system, you will be an advocate for the CRM and help to appropriately expand its use and value for the benefit of our team, givers and recipients.



To succeed in this role, you will be solutions-focused and have strong mathematical and analytical skills with an excellent understanding of SQL and relational databases. You will be familiar with using and administering a CRM system. Experience with statistical packages such as SAS, R, or SPSS, etc would be highly desirable. The opportunity to serve God through serving Zakat givers and recipients will be a key motivator for you. Ideally, you will have experience working in a small team wearing several hats and have a clear focus on serving customers.

**Typical responsibilities and key end results of position:**

Data management

- Provide access to key reporting data for all areas of the organisation to support with decision-making.
- Empower colleagues to access self-service data from the CRM system for their area of work.
- Create business information dashboards in PowerBI for the senior team to support with monitoring and reporting.
- Manage the quality, accuracy and integrity of data in the CRM System and ensure that incoming data is channelled correctly.

CRM administration

- Support the CRM project team with the implementation of the upgrade project.
- Respond to and, where appropriate, escalate CRM-related support requests from colleagues
- Plan and support members of the wider team with UAT to approve work carried out by integration partner.
- Support the NZF team with adoption of the new CRM system.
- Administer the CRM system for all users including contact management, user profiles and permissions.
- Maintain the CRM system and integrated modules with up-to-date licensing, patches and upgrades.

Product and feature development

- Advise on the interaction and integration with the CRM system of new product developments.
- Work with external developers and CRM partners to develop new features and products.
- Advise on how changes will impact various systems and can be effectively managed and integrated.

Governance

- Identify and manage risks associated with data security, privacy and integrity.
- Ensure that systems are compliant with requirements for external and internal audit, Shariah-compliance, data protection and GDPR.
- Commit to safeguarding those who contact NZF to prevent harm and reduce the risk of abuse or neglect.



**Knowledge, Skills, Qualifications, Experience and Behaviours required to achieve role's objectives:**

<b>Knowledge and Skills:</b>	<b>Essential (E) / Desirable (D)</b>
Strong understanding of SQL and relational databases	<b>E</b>
Excellent data analysis skills	<b>E</b>
Support and training teams in data entry and basic management.	<b>E</b>
Excellent verbal and written communication skills	<b>E</b>
Strong stakeholder management skills	<b>D</b>
Strong reporting and presentation skills	<b>D</b>
Self-motivation and the ability to drive change	<b>D</b>
Ability to identify system and process improvements	<b>D</b>
Create User Acceptance Testing (UAT) plans	<b>D</b>

<b>Qualifications and Experience</b>	<b>Essential (E) / Desirable (D)</b>
4 years' experience in a similar role	<b>E</b>
Experience of implementing policy and process improvements	<b>E</b>
Excellent knowledge of Microsoft tools such as PowerBI, Excel and Dynamics	<b>E</b>
Experience of working in a Scrum Agile environment	<b>D</b>
Microsoft Dynamics 365 certification	<b>D</b>
Experience working with SPSS, R, SAS or Matlab	<b>D</b>
Educated to degree level with 2:1 or above in a technology or data related subject	<b>D</b>

<b>Behaviours</b>	<b>Essential (E) / Desirable (D)</b>
Proactive and self-motivated	<b>E</b>
Committed to maintain and enhance the mission and ethos of the organisation	<b>E</b>
Positive about continuous improvement and ability to adapt	<b>E</b>
Committed to high professional standards and integrity	<b>E</b>
Ability to work both collaboratively and independently	<b>E</b>
Ability to inspire energy and creativity in staff	<b>D</b>

**Physical Environment and Demands:**

As NZF undergoes a process of digital transformation, this role will primarily be remote working. 2-4 in-person meetings per month may be required in the London-area.

**Level of Contact with Children:**

The level of contact with children is nil.



**How to apply:**

Please send a cover letter with a CV by email to Monir Mohammed at [hr@nzf.org.uk](mailto:hr@nzf.org.uk). The cover letter must state why you are a suitable candidate, demonstrating any relevant knowledge and skills, experience and behaviours that match the requirements for the post. The cover letter should not exceed 2 sides of A4

**The deadline for this role is midnight Sunday 19<sup>th</sup> September 2021**

Please note due to the number of applications we receive; we may only contact candidates that have been shortlisted for interview. An application for a DBS certificate will be submitted in the event of the individual being offered the position.

The successful candidate(s) will be able to start immediately.