

# Database Systems Administrator

**Salary:** £32,000 - £37,000, depending on experience

## About Voice 21

Voice 21 is the national oracy education charity. We exist to empower every child to use their voice for success in school and life. Our work transforms learning and life chances through talk by increasing access to a high-quality oracy education for those that need it most. Follow the links to find out more about [why oracy is so vital](#) and the [impact Voice 21 has](#).

## Your opportunity

**Tackle a vital challenge, with great people.** Voice 21 exists to transform young people's learning and life chances through talk and we are aiming to be working with 2,000 schools a year by 2025. To reach this goal we recruit great people and give them real responsibility, training and support.

**Output-focused culture, with flexible working opportunities.** We have an agile and flexible approach – our team can work when and wherever works best to deliver the requirements of their role. For staff working at home, we support them to create a workspace and provide technology that enables them to work effectively.

**Real development opportunities.** We believe in supporting people to develop the skills they need to be excellent – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions. We also offer paid study leave for team members taking part in formal studies outside of work.

For more information on why we think you should apply for the role, see the “Why work for us” section at the end of this job description.

## Your purpose

The Database Systems Administrator will play an influential and leading role in structuring, streamlining and improving how data flows across Voice 21. We are looking for a passionate data enthusiast who will cultivate a robust data culture across the organisation and enable us to harness and utilise information to make more effective and impactful decisions.

Much of our existing data is stored in Salesforce. We are keen that the successful candidate will not be limited to Salesforce alone, and may undertake projects to improve and integrate our other systems, including our online platform, Campaign Monitor, Google Data Studio, Xero, Slack, HRIS, Zoom, and Google Workspace.

## Your responsibilities

### Systems and Databases

- Design, build and maintain database systems, including Salesforce, designed to meet the needs of each end user's specialised role
- Lead on the integration of data sources into the CRM and oversee data exports

- Lead on the development of data pipelines and integrations with other systems
- Proactively monitor data availability, integrity, security and resilience
- Proactively and regularly make recommendations for system improvement
- Lead on database training and development across the organisation to ensure data quality and integrity and build capacity within Voice 21
- Determine, enforce and document database policies, procedures and standards
- Implement and lead on disaster recovery and data security including compliance with GDPR and Data Protection legislation and retention policies

### What the role might look like:

Within 3 months, you'll have:

- Become the Salesforce 'super user' for Voice 21
- Familiarised yourself with the structure of Voice 21's Salesforce schema
- Have familiarised yourself with all other key systems
- Met with key senior stakeholders to begin to understand the needs of our end users
- Started to make recommendations for system improvement
- Proposed a structure and started to execute the development of data pipelines and integrations with other systems

Within 6 months, you'll have:

- Planned induction and onboarding training to new starters for Salesforce
- Devised and started to implement database policies, procedures and standards
- Devised and started to implement a plan for disaster recover and data security

From 6 months onwards, we expect for you to be:

- Leading on the development of dynamic user dashboards in Salesforce
- Leading on the integration of data sources into the CRM and/or data warehouse
- Leading on database training and development across the organisation
- Influencing organisational data culture

### This job is for you if you...

- You have strong knowledge of database, data warehouse and big data technologies and how to leverage them
- Experience of using Salesforce
- You have experience in database design and implementation
- You have an explicit understanding of data and data structures that support the creation of automated reporting and products
- You are able to understand and analyse technical issues in relation to database management
- You are able to perform effectively under pressure with good personal organisation, time management and prioritisation skills.
- You have a customer service-oriented approach
- You can grow and maintain strong relationships with stakeholders presenting information in a credible manner

### Who you'll work with:

- The technology team

- Key database and systems stakeholders across the organisation

**Where you'll work:** Remote, with some travel to our London office and elsewhere for meetings. Occasional overnight stays may be required depending on where you are based.

**Contract:** Permanent, subject to successful probation review at 3 months.

**Terms:** We would welcome applications on a full-time or 4-day per week basis

## Application details

### To apply:

Please send your most recent CV and a document answering the questions below to [careers@voice21.org](mailto:careers@voice21.org) with the subject "Database Systems Administrator application":

- Tell us why you want to work at Voice 21. What is it about us and our mission that excites you? (Max. 400 words).
- Making direct reference to the job description (both the 'Your responsibilities' and 'This job is for you if...' sections), please tell us the three main reasons why you would make an excellent Database Systems Administrator (Max. 400 words).
- Tell us about something you have achieved recently in a professional context that you are proud of (Max 200 words).
- Please specify where you saw the job advertised.

Please also click [here](#) to fill out our Equality and Diversity Monitoring Form

**Closing date:** 31st October

**Interview date:** Phone interviews are expected to be w/c 31st October, with full interviews later that week or the week after. All interviews will take place over Zoom.

**Start date:** As soon as possible, but we will be flexible for the right candidate.

**Questions:** if you have any questions about the role, or would like to discuss it before submitting an application, please contact Jordan Bickel, Head of Technology, via [jordan@voice21.org](mailto:jordan@voice21.org).

### Valuing every voice

Voice 21 believes that every voice should be heard and valued. We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Voice 21.

## Why work for us?

We hope that we have given you a good sense of what life at Voice 21 is like and what the role entails - please see below for some more reasons to apply!

**Holiday:** 25 days annual leave plus additional Christmas closure period. Holiday entitlement increases linked to length of service.

**Benefits:** Employer contribution to pension (5%), interest-free season ticket, cycle and technology loans and work from home allowance.

**Wellbeing:** We provide an Employee Assistance Programme through Health Assured which provides all Voice 21 employees 24/7/365 support if needed.

**The way we work:** We have an agile and flexible approach – our team can work when and wherever works best to deliver the requirements of their role. For staff working at home, we support them to create a workspace and provide technology that enables them to work effectively. You will also have regular opportunities to get together as a whole staff and in your team, including away days, social events and other development events.

**Development opportunities:** We believe in supporting people to develop the skills they need to be excellent – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions. We also offer paid study leave for team members taking part in formal studies outside of work. If you want to volunteer as a school governor, trustee or in some other capacity for a mission-aligned organisation. We support our team to take on these commitments without taking annual leave.

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### Voices of Voice 21

We recently asked our team what they enjoy most about working at Voice 21. Below is a selection of their responses:

*“I really enjoy working in an organisation that strives for innovation and is rooted in research of what actually works for teachers in the daily life of a classroom and a school curriculum.”*

*“I find it inspiring being part of the Voice 21 team - being surrounded by passionate, mission-driven people makes me want to bring my best every day, because I know that my fab colleagues won't let a good idea gather dust - everything will be snapped up and built into something that helps us make a difference for the students in our schools.”*

*“At Voice 21, there is a strong culture of sharing expertise and this ensures that your voice is valued and ideas heard, no matter your role. Although a lot of the day-to-day work is virtual, relationships are strong. The very purposefully planned in-person meetings help these relationships to grow and flourish, as does the high level of collaboration in teams.”*

*“One of the many things I love about working at Voice 21 are the opportunities for professional development. Working in a small, fast-growing organisation has given me the chance to grow professionally and to expand my skill set in a supportive environment.”*

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