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| **Job Title** | Salesforce Database Administrator  |
| **Company** | Self Help Africa |
| **Programme** | WorldWise Global Schools |
| **Location** | Remote Working Arrangement Available**Office:** Self Help Africa Head Office, Kingsbridge House, 17-22 Parkgate Street, Dublin 8, D08 NRP2. |
| **Contract Type** | Full time, Fixed-Term Contract |
| **Reports to** | WorldWise Global Schools Deputy Director |
| **Salary** | €45,000 (based on 5 days/week, equivalent to 37.5 hours) |
| **About WWGS** | WorldWise Global Schools (WWGS) is the national programme for Global Citizenship Education (GCE) at post-primary level in Ireland. It is an Irish Aid programme originally established in 2013 and implemented on behalf of Irish Aid by a consortium. The WWGS consortium is led by Self Help Africa (as lead agency). The goal of the WWGS programme is increased reach, accessibility, quality and effectiveness of Global Citizenship Education in the post-primary sector in Ireland. The programme seeks to achieve this through implementation of a range of interventions and supports for the post-primary sector. This includes building the capacity of educators to understand and teach GCE, promoting a whole school approach to GCE amongst participating post-primary settings, and enhancing programme influence on the formal education and global citizenship education sectors in Ireland.  |
| **Job Purpose** | Database development and maintenance has been identified as a strategic objective for WWGS, specifically on the Salesforce CRM used by the programme. This is to ensure effective and efficient systems as the programme evolves to respond to the needs of post-primary settings and educators engaging with the programme. The WWGS database is central to all programme processes, including: grants administration, events, finances, communications, reporting, and the programme’s Global Passport framework for a whole school approach to GCE. It is also used to generate regular updates and reports to the programme’s funder, Irish Aid, and enables the WWGS programme to be responsive to the GCE needs of the post-primary sector. The Salesforce Database Administrator will be responsible for managing the evolving WWGS database. They will consolidate and develop WWGS systems of data collection and analysis in order to improve and refine programme reporting and inform future programme developments. The Database Administrator will need to work in collaboration with members of the WWGS staff team to deliver a strengthened system of data collection, analysis and reporting.  |
| **Key Responsibilities** | **1. Key Areas of Responsibility:** **Metadata Management** * Maintain, develop and test WWGS online user interfaces, primarily for WWGS Global Passport applications, grant applications, grantee reporting and the online teacher expenses system. This will involve amending existing interfaces and VisualForce pages.
* End to end management of WWGS database and interface.

**Data Schema Design and Architecture*** Undertake data field mapping to outline how the WWGS database can grow and function efficiently on the Salesforce platform.
* Develop a brand new object for the programme using VisualForce pages to accommodate a newly revised Global Passport tool for school community users.

**Technical Support*** Provide ongoing internal technical support to resolve issues arising within the online portals, particularly during the Global Passport applications process and throughout the Annual Grant Call.
* Identify and correct performance issues, and reviewing systems and error logs.
* Identify, optimize and trouble shoot poorly performing or broken SQL stored procedures.
* Support the capacity of the WWGS staff team where relevant.
* Documenting all WWGS database processes where necessary throughout the contract period.

**Data Generation, Storage, Collation & Reporting*** Contribute to fulfilling all annual reporting requirements to Irish Aid
* Generate data to populate relevant indicators on the WWGS results-based framework (RBF) on an ongoing basis
* Collation of relevant data to generate meaningful data reporting
* Ensure that a comprehensive and accessible system is in place to store data generated (using WWGS cloud storage on Box).
* Generation of reports on key programmes areas such as on the Global Passport, Grant Applications, WWGS interventions.

**Data Integrity & Maintenance*** Maintain the WWGS database in order to generate a clear statistical overview of all GCE engagement by engaged post-primary settings (namely grants cycle overview and Global Passports overview).
* Ensure the WWGS database is up to date and accurate.

**Data Presentation Views*** Run and save data reports and templates as and when required, as well as creating regularly updated views that can act as overview tools for the whole team.
* Enhance where necessary WWGS programme data visualization.

**2. General Administration** * Provide general administrative support to the programme team throughout the year as required.
* Ensure all time records, annual leave requests, and expense claims are submitted for approval on a timely basis via Salesforce.
* Assist with updating of systems and policies in adherence with General Data Protection Regulation (GDPR)
* Any other duties as may be required as directed by the WWGS Deputy Director or WWGS Programme Director.
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| **Key Relationships** | **Internal*** WWGS Programme Director
* WWGS Deputy Director
* WWGS Grants & Operations Officer
* WWGS Education Officers
* WWGS Programme Administrator
* SHA ICT Department
* SHA Chief Information Officer

**External*** WWGS grantees and programme participants (primarily teachers)
* Coordinators from GCE NGOs and Networks
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| **Knowledge, Experience & Skills** | **Essential** * A minimum of 2 years experience as a certified Salesforce Database Administrator.
* Demonstrable knowledge and experience of using VisualForce pages.
* Salesforce administration and support skills, and SQL server database and administration support skills.
* Demonstrable knowledge and experience of working with databases
* Problem solving and trouble shooting skills.
* Strong IT proficiency and experience with Microsoft Office, particularly Excel.
* Excellent attention to detail and report writing/generating skills
* Experience in working independently and in a team oriented collaborative environment.

**Desirable** * Data modelling and project planning skills.
* Knowledge/experience of the post-primary and/or GCE sector.
* Creativity and commitment to deliver results
* Ability to communicate effectively within a wider team.
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| **Role Competencies** | * **Managing yourself** – Holds an awareness of own abilities and areas fordevelopment; adapts and uses abilities to work well with others and to help achieve objectives. Communicating and working with others – Uses the most appropriate channel to share information with others both inside and outside WWGS; adapts the message to meet the communication needs of the audience.
* **Delivering results** – Systematically develops plans towards achieving WWGS objectives and delivers on commitments; uses appropriate techniques to help achieve agreed objectives.
* **Planning and decision-making** – Systematically develops plans towards achieving WWGS’ objectives and delivers on commitments; makes clear, informed and timely decisions appropriate to role, in the interests of WWGS and those we work with.
* **Creativity and innovation** – Seeks out, develops and successfully implements new ideas that further the needs of WWGS and those we work with; builds on proven approaches and learns from ongoing work to improve it.
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