Job description: Systems and Database Manager (0.5 FTE)

In the last 3 years FutureDharma has grown to support around 40 international projects. Currently our core team consists of Nandavajra, Amalavajra, Viryanaga and Patrick, who is looking to move on later this year.

FutureDharma is therefore now seeking inspired, engaged and motivated people to join our exciting and harmonious team. This role is a part-time (0.5 FTE) Systems and Database Manager, to replace a part of the work Patrick currently does.

The aim of this role is to maintain and develop our databases, reporting systems and payment systems, facilitating the work of our fundraisers and programmes assistant. Given the internationally of our work, flexible and efficient systems are vital in helping FutureDharma to support many more projects worldwide in future.

FutureDharma is now primarily based in South London, which has become a hub for the team's activities. We therefore have a preference for London-based team members, although remote working individuals that could attend monthly team meetings will be considered. This role will work closely with, and be line-managed by, Viryanaga (Programmes and Finance Director).

This role is permanent, and would favour someone seeking a longer-term position due to the level of training and skills development which could be undertaken. Working hours are flexible by agreement. The role is open to Order Members or mitras, and the team aims to provide a rich context for spiritual development through the practice of right-livelihood, including support for ordination training.

FutureDharma can provide a negotiated needs-based financial support package, including reasonable expenses, retreat allowance and pension contributions.

Interviews: We expect to interview for this post on **Monday 14th October**, in London. Alternatives may be possible.

Responsibilities

Your core responsibility will be Systems and Database management. The role will also include some general IT support and troubleshooting for the rest of the team.

<u>Systems and Database management</u>
- Databases
  - Overseeing and managing our Salesforce (supporter) database, including software updates
  - Creating and editing supporter records, including developing mechanisms for identifying and correcting errors
  - Developing and refining database fields
  - Creating and running reports to support the work of the other team members.
  - Supporting the Supporter Care Manager to run a monthly payment reconciliation
- Automation and Integration of systems
  - Integrating database, payments and email systems to minimise manual data entry tasks.
  - Project managing systems development projects
- Configuring and managing our email marketing services (currently MailChimp)
  - Supporting our Communications Manager to send emails
- Managing the FutureDharma website and online donation platforms.
- Ensuring FutureDharma continues to conform to the latest data-protection guidelines (GDPR)

<u>IT Support</u>
- General IT support and troubleshooting for other team members

You may be asked to do other reasonable tasks, as required.

Skills and Characteristics

Essential
- Has experience or confidence in working with databases or IT systems
- Confident using MS Office, Excel, and equivalents, including online file storage platforms (e.g. Gdrive/Dropbox)
- Be willing to undertake additional software training as necessary
- Has the ability to problem solve and work through issues in a logical, methodical way
- Conscientious and reliable, with an eye for detail, especially in relation to data quality and error checking
- Able to identify, troubleshoot and resolve general hardware and software issues
- Inspired and motivated by being part of the dynamic, forward-looking team
- Committed to Bhante's vision of sangha and Dharma practice
- An understanding of FutureDharma's vision, structure and activities to date

Preferred
- London-based
- A Mitra training for Ordination or an Order Member
- Has the ability to communicate clearly with other team members, whether face to face, on the telephone or in writing
- Experienced at working within complex systems and processes
- Familiarity with recent data protection requirements, such as GDPR
- Well 'networked' in Triratna

We will provide full training for the role, however if you have further professional skills you think might also be of use, please do let us know about these in your application.