

JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Systems Manager (Commemorations)
Department:	External Relations
Contract Type:	Permanent
Job Purpose:	This role will drive forward the implementation of a new solution to integrate the existing Casualty, CRM and TRIM databases and deliver digital solutions to improve accuracy and enhance efficiency within the commemorations team
Job Band:	D3
Reports to:	Head of Commemorations
Direct Reports:	None
Other Key Contacts:	<ul style="list-style-type: none"> • Marketing & Communications • IT • Historians & Archivist • Areas
Financial Responsibilities:	As delegated
Location:	May be office based in Maidenhead or can adopt a flexible hybrid option of part home/part office working
Working hours:	37 hours per week. There may be occasions where you will be required to work additional hours. Time off in lieu may be granted for any approved additional hours worked
Travel: <i>(when travel restrictions are lifted)</i>	Role does not require travel
Right to work:	Must have the right to work in the UK

BACKGROUND

The Commonwealth War Graves Commission (CWGC) honours and cares for the men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten. Funded by six Member Governments, our work began with building, and now maintaining, cemeteries at 23,000 locations all over the world. Today, over a century after we first began, our work continues through our staff, supporters and volunteers who preserve our unique cultural, horticultural and architectural heritage and ensure that the stories of those who died are told.

KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Deliver a solution which integrates the 3 main Commemoration databases and delivers automated, large-scale record corrections and integrated data improvements; enables increased information and allows the easy manipulation and addition of new data
- Develop and implement processes to systematically correct, improve and enhance Casualty Database (CDB) data, using SQL queries to identify errors, omissions and inconsistencies whilst an integrated solution is in development
- Maintain data integrity in the Casualty Database (CDB), TRIM and other electronic storage solutions
- Ensure the historical accuracy of reference data in the CDB, in consultation with internal subject matter experts
- Source, review and extract data from external record sets to support the correction, improvement and enhancement of data in the CDB
- Monitor data quality, including regular audits to ensure approved procedures for individual record amendments on CDB are being followed and reflected on TRIM.
- Act as the Commemorations systems administrator for the CDB and TRIM, liaising with IT, Digital and Marketing & Communications
- Provide expert advice and training on the use of commemoration databases
- Identify and deliver digital integration solutions to improve the Commemorations team workflow and efficiency, liaising with IT and other key internal stakeholders
- Seek innovative solutions to present commemorations data in meaningful and engaging ways

Job Functional Knowledge

- Degree or relevant professional qualification

Business Expertise

- Expertise in database management and project management as well as a sound understanding of best practice

Leadership

- On the job training and support for users of commemoration databases

Problem Solving

- Excellent analytical skills and able to find creative and pragmatic digital solutions to complex problems
- Ability to manage multiple tasks simultaneously and prioritise effectively
- Sound judgement and decision making

Nature of Impact

- The role contributes to the integrity of commemorations data, which is a core function of CWGC

Area of Impact

- The role has a significant impact across the whole organisation as the CDB and TRIM are key data sources for CWGC

Interpersonal Skills

- Excellent verbal and written communication
- Strong influencing skills
- Strong teamwork
- Problem solving and decision-making skills
- Motivated, able to work on own and uses initiative

PERSON SPECIFICATION

Education and Knowledge

Essential

- Educated to degree level or equivalent in a relevant discipline
- Advanced computer literacy, including MS Word, Excel, Teams and Flow
- Understanding of SQL
- Project management experience and relevant qualification

Desirable

- Degree in database management.
- Knowledge of 20th Century History, particularly First and Second World War Commonwealth military history

Experience

Essential

- A Track record of experience of database management in a professional setting.
- Demonstrable project management experience

Desirable

- Previous experience maintaining an equivalent form of database in a relevant setting e.g. museum collection management
- Experience working with or for a Commonwealth military organisation or in the cultural/heritage sector
- Knowledge of Salesforce Customer Relationship Management system



Skills and Abilities

- Highly skilled in database management
- Good understanding of data protection requirements
- Excellent analytical and problem-solving skills
- Ability to build complex data queries and manipulate large data sets
- The ability to communicate complex and detailed information with clarity and simplicity
- Exceptional organisational skills and attention to detail
- Committed to continuous professional development
- An alignment and adherence to the CWGC's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- Health and Safety responsibility for self and others

Your key duties are set out within this job description. From time to time, you may be required to perform such other reasonable duties that fall outside your job title or key job duties, should this be necessary to meet the needs of the CWGC.

Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: