

	Position Title: Senior Database Administrator	Team: Strategic Engagement – Data and Analytics		Region: Central Office: Richmond
	Supervisor: Head of Analytics and Insights	Delegations and Authorities: In Line with Delegations Policy	Band: C	Date Completed: 6 th Jan 2020

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Senior Database Administrator/Analyst is a unique role with an objective to provide both technical solutions and support to the wider Strategic Engagement team as well as manage and monitor the supporter database.</p> <p>As a database analyst, the role will be responsible for any ad-hoc development, provide system application support and maintenance of Berry Street’s supporter database including the integrations between the various external platforms, specifically, but not limited to, Raiser’s Edge, Business Intelligence – SQL, PowerBI, SSAS, SSIS and other database and application platforms. As a database administrator, you will be performing complex data processing tasks to ensure timely and accurate processing of income with a keen eye for continuous data process improvement.</p> <p>The role reports to the Head of Analytics and Insights within the Strategic Engagement team and will support other teams in achieving their business objectives, acting as the subject matter expert on all database related projects & tasks. The role will have a strong focus on developing, implementing and maintaining our core business systems and back end databases.</p> <p>This position will have a significant contribution to the organisation’s future growth & sustainability by improving our technology infrastructure and related processes.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Assist in delivering the strategy for Berry Street’s management of the supporter database • Develop and implement a data warehouse that will enable the organisation to execute a Business Intelligence strategy that will ultimately enable flexible on-time reporting and data-driven analytics. • Administer and maintain the Berry Street supporter database by ensuring data quality and best practice processes are adhered to • Perform day to day ad-hoc & administrative tasks including data extraction and reporting
	REPORTING RELATIONSHIPS
	<p>This role is based at our Richmond office and reports to the Head of Analytics & Insights.</p> <p>The role will work closely with the Strategic Engagement team, to help identify, articulate and develop technical solutions that will deliver value-add outcomes.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated systems integration experience, including complex projects involving legacy systems and new technologies.
- Solid proficiency in;
 - SQL Server – SQL query scripting, stored procedures (TSQL)
 - Data warehousing, SSIS and Business Intelligence experience
 - CRM experience (preferably in a fundraising context)
- Demonstrated experience working with software development best practices.
- Experience extracting and interpreting data queries from large complex databases.
- An ability to work, communicate and build relationships with a variety of stakeholders.
- Effective time management, prioritisation skills and a fast-paced work ethic.
- Strong analytical and problem-solving skills with a high level of accuracy and attention to detail.
- Excellent administrative skills with ability to understand and process complex tasks.
- A hands-on work attitude and proven experience handling large volumes of data and collating effectively.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A minimum bachelor qualification in Computer Science, Software Engineering, IT Business Analytics or similar
- A minimum 3 years' experience in an IT database or development role
- Demonstrated experience with SQL for data extraction and manipulations
- Expert user in Microsoft Office Suite
- Demonstrated experience working with Business Intelligence Tools
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Experience working with Raiser's Edge
- Experience with Azure Cloud Platform - Web/API Apps, Virtual Machines
- Experience working within a fundraising environment

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Database Management	<ul style="list-style-type: none"> • Determine, enforce and document database policies, procedures and standards • Pull and integrate data from disparate sources (internal & external) • Process fundraising income into the database in a timely and accurate manner • Resolve current and foreseeable database related issues. • Effectively monitor and report on platform development and future direction. • Configuring platforms & related systems according to Berry Street's business requirements
Support	<ul style="list-style-type: none"> • Provide proactive and reactive data management support and training to users • Troubleshoot data-related problems and authorize maintenance or modifications • Assist with reports and data extraction when needed • Support others in the daily use of data systems and ensure adherence to legal and business standards
Projects	<ul style="list-style-type: none"> • Play a key role in the development of the Strategic Engagement Data Strategy roadmap by; <ul style="list-style-type: none"> ○ Assisting in the design of a supporter data warehouse that will centralize all incoming data and provide ongoing processing of data in an efficient way ○ Develop and implement databases of high availability and quality ○ Support the implementation of BI Solutions by monitoring and tuning queries and data loads
System Integration	<ul style="list-style-type: none"> • Play an integral part in the assessment of and subsequent integration of business systems within the organisation • Develop and maintain the integration between Business Platforms as needed through scheduled data integration or ETL automation • Create and enforce policies for effective data management • Devise and implement efficient and secure procedures for data management • Collaborate with management and internal teams to implement and evaluate data and system improvements
Process Improvements	<ul style="list-style-type: none"> • Undertake ad-hoc tasks as required to support the business. • Perform daily administrative tasks to ensure data is complete, up-to-date & accurate within the Berry Street supporter database
Other	<ul style="list-style-type: none"> • Keep abreast of relevant industry developments and ensure Berry Street's activities are consistent with these • Convey the application of Berry Street Values through modelling behaviour and using organisational and department goals to guide work planning and prioritisation • Build excellent relationships with internal stakeholders across the organization to ensure department and team objectives can be met • Other duties as directed

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Occasional
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Regular
	Work with clients who may have a physical or sensory disability.	Occasional
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional