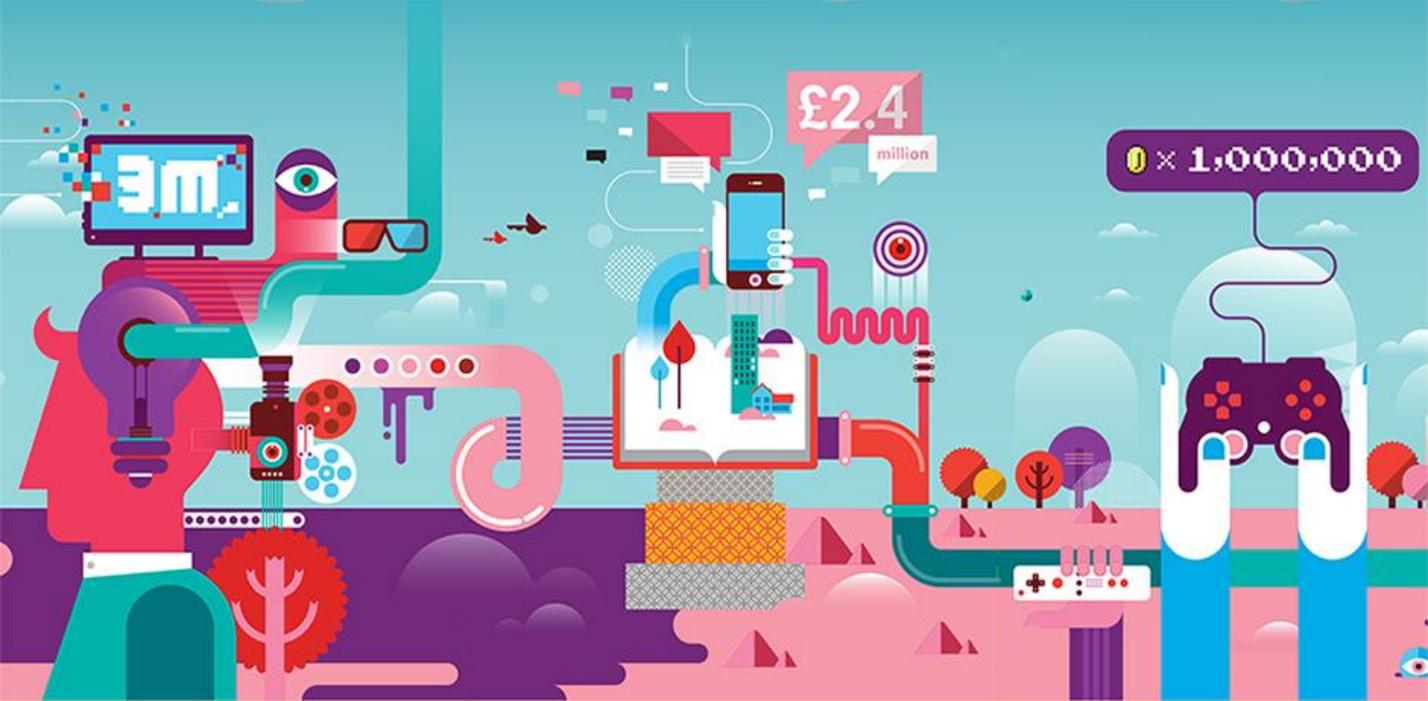


# Creative England Recruitment Pack



# Database Officer

This pack will provide you with the information required to assist you with your application.

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# 1. Advert

Creative England is a national agency that invests in and supports creative ideas, talent and businesses in film, TV, games and digital media which has significantly grown as an organisation taking on delivery of a wide range of initiatives and programmes. A bespoke Client and Grant Management System is in its second phase of development and we are now looking for a Database Officer to join our Operations team to ensure the smooth running of this next step. With a focus on building a bespoke contacts database the system requires a dedicated resource to support the management of key areas including; staff, the overall development and implementation of a contacts database when complete. In addition this role will be responsible for ensuring the integrity of both historical and new data.

We are looking for a team player who can work alongside the developers to create a custom-made system that meets Creative England's requirements. The ideal candidate will support the Operations and Delivery teams in their use of the system whilst being responsible for the integrity of the data as well as troubleshooting and offering support & training to staff. This role will be the first point of contact for all internal database enquiries.

The applicant will be a fast learner, innovative thinker and fully confident in working closely with clients and team members across various projects. If you can demonstrate these skills and the ability to provide an exceptional support service to our busy teams then Creative England would like to hear from you!

**CONTRACT:** Initially 1 year

**HOURS:** Full time (with flexibility to work part time for the right candidate)

**SALARY:** £25,000 pa (or daily fee c£100 subject to contract type)

**LOCATION:** BRISTOL

**DEPARTMENT:** Operations

**REPORTS TO:** Monitoring and Investment Liaison Executive

*Creative England promotes cultural diversity and equal opportunities for all*

## 2. The Package

The full time salary for this role is £25,000 per annum on an initial 1 year contract subject to extension. We will consider part time/ flexible working and/or a freelance daily rate c£100 for the right candidate.

The package also includes 25 days annual leave (for full time working/ calculated pro rata for PT working) and the option to join the company pension scheme after 6 months service (if choosing an employment contract).

## 3. How to Apply

Please apply by CV and cover letter, ensuring that you meet a majority of the criteria set out in the person specification. You should also include your contact details and details for two business references (preferably emails).

You should email your application to [jobs@creativeengland.co.uk](mailto:jobs@creativeengland.co.uk) OR post (registered only) FAO Caroline Hinds, Head of HR & Operations, Creative England, The Greenhouse, Pod 52, 111 Broadway, MediaCityUK, M50 2EQ. The deadline for applications is **Monday 27<sup>th</sup> July 2015 (midday)** with interview scheduled w/c 3<sup>rd</sup> August 2015 (exact date tbc) in our Bristol office. No late applications will be accepted.

You will receive an acknowledgement email within a few days. You will then be contacted by 31<sup>st</sup> July 2015 if you have been shortlisted.

It is company policy to only contact shortlisted candidates, we do not provide feedback at application stage.

## 4. About Creative England

Creative England is dedicated to the growth of the creative industries. We invest in talented people and their creative ideas, nurturing our richly diverse games, TV, film and digital media industries. From direct investment and soft loans to business mentoring; we champion the best ideas of talented people and their businesses.

With offices in Salford, Birmingham, Bristol, Brighton, Sheffield, Pinewood and Elstree Studios, we are a national company with strong local and regional links.

### What we do?

- ✓ Grow talent and businesses
- ✓ Address market failure and raise ambition
- ✓ Build the right climate for creative industries to thrive

### Why we do it?

Because England's creative businesses are already a big success. They generate jobs, profile and value. They drive innovation. We can help raise their ambition further. But some are under-capitalised and under-skilled. They need better access to mentoring, infrastructure, business planning, finance, markets, new ideas and wider networks. We help provide it. And because there is a damaging inequality of access to these things between London and the rest of the country, talent is wasted, opportunities are lost. We believe London's world position should benefit the whole country

For more information on the company and our activities in other creative sectors:

[www.creativeengland.co.uk](http://www.creativeengland.co.uk)



# 5. Job Description

## MAIN AREAS OF RESPONSIBILITY

You will be responsible for managing the development of a bespoke Client and Grant Management System (CRM) which will involve the following:

Taking a strategic approach to the system, identifying users' needs and using problem-solving skills to consider multiple solutions before choosing the best approach.

Looking for innovative ways to store, organise and manage data.

Paying excellent attention to detail, with the ability to rigorously test new developments to the system, to ensure that they are performing as they should.

Planning the design of the database with a particular focus on, but not limited to, contacts

Defining the objectives of the database through consultation with staff at all levels

Managing the relationship, and communication, with the database developers

Testing and modifying the database to ensure that it operates reliably

Ensuring that the database meets user requirements

Identifying and documenting required updates and changes to the system, liaising with the developers to make system improvements

Liaising with Operational and Delivery staff about updates to the database

Providing user training and support

Creating new workflow, process and operating documents

Acting as first point of contact for internal and external CRM queries

Designing and implementing data maintenance procedures; ensuring all data is regularly monitored and cleaned

# What are we looking for?.....

## PERSON SPECIFICATION

### Essential

- ✓ Excellent IT skills; proficiency in database, contact and data management and report creation
- ✓ Fully competent in written and numeracy skills
- ✓ Rigorous attention to detail in all aspects of work undertaken
- ✓ Demonstrable experience in a similar role, in a fast-paced environment
- ✓ Good communication skills and the ability to deal with people at all levels
- ✓ Initiative and the ability to take responsibility with a positive approach
- ✓ An assertive and confident personality
- ✓ Ability to work under pressure to tight deadlines

### Desirable

- ✓ Experience in planning the design of a contacts database
- ✓ Experience of CRM databases
- ✓ Experience of grant management databases
- ✓ Knowledge of public funding mechanisms
- ✓ Knowledge of the creative sector

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and equal opportunities for all*

