

## Project Support Officer (CRM and Website)

<b>Job Title</b>	Project Support Officer
<b>Contract</b>	Full Time (35 hours per week) Freelance, Fixed Term 9 Months
<b>Location</b>	Flexible according to preference. Office space is available at our HQ in Barnsley. Remote or hybrid working is suitable for this role, with a requirement to be in the office for a number of in-person project days across the course of the contract.
<b>Salary</b>	£27,000 over 9 month contract
<b>Place in Organisation</b>	Reports directly to Chief Operating Officer
<b>Works closely with</b>	Membership Services Manager, Digital Marketing PR & Communications Manager, Events Manager, Chief Financial Officer.
<b>Closing Date</b>	Applications close on Monday 3 February at 9am, with interviews will be held on Monday 10 February. .
<b>Equal Opportunities</b>	<p>Brass Bands England is committed to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the brass band sector, and the arts and culture sector as a whole.</p> <p>Our Management Team is 80% Female/Disabled. We operate a blind recruitment process and are particularly keen to encourage applications from underrepresented groups, including those from Global Majority, low socio-economic backgrounds, candidates who are D/disabled or have other protected characteristics.</p> <p><b>If you are disabled and meet all the essential criteria we will guarantee you an interview.</b></p>

## How to apply

Applications can be submitted via [this form](#). As part of this form you will need to provide a covering letter (up to 500 words) detailing your suitability for the role, and upload a CV. Candidates will be shortlisted on the basis of the person specification. Please ensure that your suitability in reference to this criteria is addressed in your application.

If you require any further information about the role please contact [jobs@bbe.org.uk](mailto:jobs@bbe.org.uk) in the first instance.

## About the role

Brass Bands England is moving to a new CRM and Website using the iMIS Platform. This system will replace a current system using CiviCRM. We are looking for an individual with experience of databases to support the project manager in the technical delivery of the new system. You will need to have a logical and inquisitive mind, some technical knowledge of working with databases and the ability to deliver the business needs of the project in a user friendly way. Some knowledge of HTML is an advantage but you don't need to be a developer or programmer for this role. Some experience of working in a membership organisation and with websites would be useful but your technical background is more important. You must have excellent Excel skills and knowledge of databases. Specific training on the iMIS system will be provided through a self service portal.

## Tasks and responsibilities

The key tasks and responsibilities for this role are:

### To support the administration and implementation of a new iMIS system

- Regularly meet with the project manager to discuss progress and tasks in hand
- Work with our 3rd party supplier in delivery of the system
- Provide day to day support for the project manager
- Implement and configure the iMIS system
- Review and evaluate data and automation processes
- Support in data migration
- Create user defined fields relevant to the business need and automation requirements
- Set up specifically defined roles on the system
- Deduplicate data in the database
- Configure template events, web pages, automated email, forms and reports
- Implement styles in line with BBE branding
- Assist the wider BBE team in migrating relevant content to the new system from the current site
- Assist in the new users becoming accustomed with the system particularly in using the CMS
- Assist in the design of the new website look and feel
- Support volunteers and participate in the UAT of the system
- Work with the existing BBE team to implement relevant automated processes

## Person Specification

Relevant Experience	Essential	Desirable
Technical experience in IT and systems development	●	

Experience in a similar role as a database administrator, managing a database, writing queries and familiarity with relational databases	●	
Experience of using a Customer Relationship Management system	●	
Experience working in a membership body		●
Experience setting up websites, using widgets and design		●
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of various database systems	●	
Knowledge about the iMIS system		●
Knowledge about Microsoft Suite, in particular Excel	●	
Knowledge of HTML	●	
Detailed knowledge of HTML		●
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Good understanding of logic and workflows to support implementation	●	
An inquisitive attitude	●	
Excellent attention to detail	●	
An ability to plan, prioritise and work to tight deadlines	●	
An ability to work as part of a team and act professionally and respectfully	●	
<b>Role Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Willingness to undertake training relevant to systems used	●	
Commitment to inclusion, diversity, access and equity.	●	