

## **JOB DESCRIPTION: SQL Report Developer**

**Employer:** United Christian Broadcasters Limited

**Reporting to:** Director of Technology

**Location:** United Christian Broadcasters Limited, Stoke-on-Trent

**Hours:** Full Time, 36.25 hours, Monday to Friday, hours to be arranged between  
Between 8-00am to 6-00pm.  
Some flexibility in working hours will be required.

### **Main Purpose of the Job:**

The Technology department's mission is to provide a complete and resilient IT infrastructure that will utilise current and new technologies to support and enhance the business goals, objectives and processes of operational and administrative departments. Secondly to design and subsequently develop technology solutions today that will support the delivery of God's word to more people tomorrow.

*The main objective of this role is to support the Director of Technology in the supply of management information required to inform the Executive Board so take it may make accurate and informed business decisions.*

This is to be achieved by:-

- 1) Understanding business processes and data needs.
- 2) Writing logic that will extract data, and apply manipulation of that data that will meet an information need.
- 3) Presenting the results in a readable and easily understandable format.

### **Position in Organisation:**

Reports to: Director of Technology

Works closely with Senior Systems Team Leader, Systems Support Technician, Systems Database Administrator, Donor Development Data Coordinator

### **Duties and Key Responsibilities**

- To support senior management to ensure that industry database standards are applied in relation to process, procedure and security.
- To help create operating procedures in support of departmental policy.
- To train and support colleagues in the use of data management tasks.
- to advise staff with regard to the technical capabilities of IT , technical systems or equipment to assist them to achieve particular results

### **Report Writing / SQL scripting**

- Examine and evaluate the purposes and content of business information needs to develop new, or improve existing reports.
- Review reports to determine basic characteristics, such as origin and report flow, format, frequency, distribution, purpose or function of report.
- Confer with persons originating, handling, processing, or receiving reports to identify problems and to gather suggestions for improvements.

- ❑ Evaluate findings, model processes and information requirements in the light of operating practices, policy and procedures.
- ❑ Recommend new or modified reporting methods and procedures to improve report content and completeness of information.
- ❑ Prepare and issue instructions concerning generation, completion, and distribution of reports according to new or revised practices, procedures, or policies of reports management.
- ❑ Be able to code SQL scripts, and execute directly within reporting toolsets or through database services in order to accurately reconcile new reports.
- ❑ Be able to develop new databases, database schemas, tables, and indexes to develop data warehouses, where necessary, to meet the need for swift delivery of management information.
- ❑ Be able to code SQL stored procedures and initiate calls to stored procedures from external agents such as web services.
- ❑ Develop data web services for interfacing of existing systems to new or external systems.
- ❑ Appropriate level of experience and knowledge of data management, including data handling, data protection and data cleansing essential.
- ❑ Ability to apply selection and query logic to CRM databases essential. Specific application of this to Raisers Edge desirable.
- ❑ A proficient user of the SQL query language and experience of developing and writing queries using query toolsets that apply structured English code. An understanding of Boolean logic is also required.

#### **Administration**

- ❑ To help record location and register of key data objects
- ❑ To help maintain a corporate asset register for all IT equipment of a certain value.

#### **Direct Mail**

- ❑ Examine and evaluate the purpose and content of the UCB Direct Mailing strategy to develop new, or improve existing Direct Mail database queries and segments.
- ❑ To gain a thorough understanding of 'routine' Direct Mail tasks and processes, and then support the co-ordination of all UCB's Direct Mail activities, including artwork generation and project management of additional enclosures.
- ❑ Review Direct Mail segment queries, determine basic characteristics, such as logic, selection criteria, format, mailing frequency, and purpose/function of the segment.
- ❑ Lead on the originating, handling, and processing of the segment queries to identify problems and to gather suggestions for improvements.
- ❑ Evaluate findings of analysis, using knowledge of operational practices, and improve segmented queries.
- ❑ Recommend establishment of new or modified query segments and segment maintenance procedures to improve response rate of the segment and accuracy of the segment population.
- ❑ Prepare and issue procedures concerning generation of mailing segments and distribution of segment populations to mailing houses reports according to new or revised practices, procedures, or policies of reports management.
- ❑ To regularly produce segmented data files for all Direct Mail campaigns, and also on an ad hoc basis as required.
- ❑ To respond to Supporter Care data queries, particularly with regards to Direct Mail.
- ❑ To ensure any Mailing errors are dealt with efficiently, liaising with IT where appropriate.
- ❑ To be UCB's main day to day contact regarding data for UCB's external print supplier.

- ❑ To support the management, review, development and monitoring of the Vision Partner Direct Mail programme, to ensure that these are effectively integrated into UCB's overall Direct Mail Strategy.
- ❑ To liaise with the Strategic Partner team in meeting their strategic objectives with regard to Direct Mail.
- ❑ To support the management, review, development and monitoring of the Legacy Direct Mail Strategy, and ensure this is effectively integrated into UCB's overall Direct Mail Strategy.

### **Security**

- ❑ to help enforce security procedures in support of UCB's policies and industry standards

### **Qualifications, Knowledge, Experience and Skills**

- ❑ To support senior management to ensure that industry data management standards are applied in relation to process and procedures.
- ❑ To support senior management by ensuring data management procedures adhere to current legislation and/or best practice.
- ❑ To be able to train and support colleagues in data management tasks.
- ❑ To be able to work well under minimal supervision and have strong written and oral presentation skills.
- ❑ To possess analytical and excellent problem-solving skills
- ❑ To be able to manage multiple tasks and prioritize different projects simultaneously.
- ❑ Degree in Computer Science or able to demonstrate equivalent experience
- ❑ Strong knowledge of SQL with experience of writing complex queries
- ❑ Experienced in understanding complex business processes and how data relates to them
- ❑ To possess creative flair and strong written skills. A Level English or equivalent desirable, GCSE English or equivalent essential.
- ❑ To possess strong numeracy skills. GCSE Maths or equivalent essential.
- ❑ To be fully computer and database literate, especially in Microsoft packages.
- ❑ to have knowledge of online fundraising techniques desirable

### **Personal Specification**

- ❑ To commit to participate in daily prayer time in order to promote team unity
- ❑ To be an Ambassador of Christ and UCB delivering a distinctly Christian service to colleagues and supporters
- ❑ To be prepared to witness to the life changing message of Jesus and lead people to Christ as appropriate
- ❑ To develop ways of introducing UCBs story in a manner that is relevant and engaging
- ❑ To have empathy with the role of fundraising and marketing within the context of Christian ministry.
- ❑ To demonstrate knowledge of United Christian Broadcasters.
- ❑ To be proactive and enthusiastic planner.
- ❑ possess ethical integrity.
- ❑ be a 'people person' who is able to thrive in a team environment.
- ❑ be resilient, flexible, reliable, possess a 'can do' approach, show initiative and positivity
- ❑ be fully committed to UCB's Christian beliefs

Date: January 2019