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**The National Deaf Children’s Society**

**Job description**

**IS Developer Fixed Term**

**Reports to:** Head of Application Support

**Department:** People, Finance and Business Solutions

**Hours:** 35 hours per week

**Location:** London

**Contract:** Fixed Term 6 months

**Level of check required:** Basic

**Principal contacts**

**a)** **Internal**

Teams across the National Deaf Children’s Society

Head of Application Support

Deputy Director IT

IT department within the People, Finance and Business Solutions team

**b)** **External**

Application software vendors

**Main purpose of post**

## To develop the National Deaf Children’s Society’ database in accordance with strategic and operational goals to support the organisation in its day to day activities.

* To ensure that the user interface meets user needs and allows them to carry out their roles efficiently and effectively.

Is this Blackbaud CRM? Understand what activities the end users are using the system for. Who they are. What their job roles are. What they like about it. What they don’t like about it.

* To support the Application Support Team through providing expertise in system design and programming.

Come up with ETL solution, data transfer solution. I have designed many solutions for moving data around, applying busines logic to it, transforming it, standardising it, document it Visio, talk to stakeholders

* To support application users in extracting and understanding data through creating queries, scripts and reports that provide data that cannot be selected or presented in a useful way by the standard front end user tools.

Create ad hoc queries. Would like to deliver in a way that doesn’t involve including personal data.

**Key tasks**

1. Develop and maintain an expert knowledge of National Deaf Children’s Society’s information systems and liaise with staff to understand their database needs.
2. Make amendments and perform fixes to ensure that the database remains useful and robust in line with business requirements and current processes.
3. To be responsible for carrying out structural change to the database in discussion with the Application Support Team and Deputy Director (IT).
4. Develop technical specifications from functional requirements for any changes that are required to applications using appropriate software to manage packages through development to deployment.
5. To provide data and reports, using SQL Server Management Studio and Reporting Services for a range of activities and analyses in an accurate and timely manner.
6. Use SSIS to move data into and out of the database, manipulating it to provide specific data solutions.
7. Assist in writing and maintaining a technical manual for the Application Support Team to document all processes.
8. Maintain accurate records of all work undertaken, providing verbal or written reports as requested by the Head of Application Support and Deputy Director (IT).
9. Provide support to the Application Support Team in building and maintaining relationships with application providers and the Finance Department in order to provide information to allow reconciliation of financial records to take place.
10. To be conversant with relevant legal issues, including data protection and fundraising regulations as they relate to the specific functions of the team.
11. To liaise with staff, trustees, external agencies and volunteers as required, maintaining good relationships with all.
12. To undertake any other duties compatible with the nature of this post as directed by the Head of Application Support or Deputy Director (IT).
13. To abide by and promote our Policy of Informed Choice, its Vision and Values and Equal Opportunities Statement.
14. To take responsibility for promoting and safeguarding the welfare of children and young people.

This post will be working in a position of trust and responsibility within the charity.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

The National Deaf Children’s Society is committed to safeguarding and promoting the welfare of children and young adults and expects staff and volunteers to share that commitment. A disclosure check will be sought in relation to the successful applicant for this post. This will be shared with Human Resources and may also be shared with the Safeguarding Manager and the relevant management team.

**The National Deaf Children’s Society**

**Person specification**

**IT Software Developer**

**Essential skills and experience**

1. Excellent IT experience, including expert knowledge of applications and technologies including SQL (eg Stored Procedures, Views, administrative processes (backups, automated procedures), SSIS, SSRS, system integration via API call, and relational database theory.
2. An in depth understanding of the end to end data journey, and how to build robust ETL processed to transfer data from one application to another.
3. Experience of the development lifecycle, using a structured approach that embeds change management, peer review, stakeholder testing and sign off, and the creation of detailed documentation.
4. Excellent record keeping and attention to detail. A willingness to check and double check work to ensure that accuracy is always of the highest level, and to embed this into your development approach using appropriate techniques.
5. Ability to prioritise workload when required and meet deadlines, using suitable techniques and effective stakeholder communication to do so.
6. Able to work not only on your own but also as part of a team, enthusing and engaging less experienced colleagues and making your work accessible to them .

**Desirable**

1. Expert knowledge of Blackbaud CRM.
2. Experience of working in a fundraising, membership or marketing environment, preferably within the voluntary sector.
3. Knowledge or understanding of issues around deafness including sign language skills and deaf awareness.