**Senior CRM Systems Officer**

Thank you for your interest in working for the UK Faculty of Public Health (FPH).

We are a professional membership organisation with charitable status, concerned with all matters relating to improving population health and wellbeing. We have approximately 4,000 members worldwide.

We help develop, grow and set standards for the public health workforce. We oversee the training of the next generation of public health consultants, including setting and managing their post-graduate public health exams. We also support their further development through the rest of their career. We are a place for public health professionals across the UK and internationally to seek advice from others working in the same area and to share ideas, new research, best practice and learnings. We also campaign to improve the public’s mental and physical health and wellbeing, seeking to help influence a broad range of public health topics – from tobacco to transport, children’s health to climate change, violence to viruses.

This is an exciting time to join FPH as we seek wider engagement from our membership and strengthen our role through our workforce strategy and our policy campaigns. The Corporate Affairs team is responsible for the organisation’s infrastructure including finance, facilities and IT as well as membership. The Senior CRM Systems Officer role is pivotal to the functioning of this department and the organisation. It will be a challenging and rewarding role providing the appointee with an opportunity to increase their skills in the area of systems and processes. It may well be a career step for someone looking to move into a more technical role. We have recently secured Board approval to upgrade our membership systems and this role will be key in overseeing that the systems are thoroughly tested and satisfy requirements before implementation. This will be achieved by working with staff members to translate the requirements document into business processes and developing testing criteria.

You’ll have excellent administrative skills and be able to hit the ground running in delivering a busy programme of work. You’ll be able to juggle a range of different activities and be good at collaborating with others and developing new ideas to improve the way we work. It is essential that you have skills in and understanding of MS Dynamics CRM, relational databases, Excel, Word and Document Core Pack (or similar mailing application).

We are a small staff team with passionate and expert members and we are all active participants in the development and delivery of [our current strategy](https://www.fph.org.uk/media/2828/fph-strategy-2020-2025.pdf) and you will need to engage with our membership in order to support our objectives.

We hope you will be as ambitious for your own professional development here as you are in helping us grow our membership and effect change.

And, finally, we want you to have fun and challenge yourself at work– it’s even in the job description.

To apply please send your CV plus a covering letter to jobs@fph.org.uk quoting reference MEMWF

Closing date: August 2021

Interviews: (TBC)

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| **Job title:** | Senior CRM Systems Officer |
| **Accountable to:** | Deputy CEO  |
| **Contract:** | Permanent |
| **Hours:** | 35 per week |
| **Salary:** | £33,000 - £35,000 (Grade C) plus a generous employer pension contribution, currently at 12.5% of salary |
| **Place of work:** | Faculty of Public Health, 4 St Andrews Place, London, NW1 4LB, with occasional travel and overnight stays across the UK for conferences and meetings etc. |
| **Job purpose:** | To provide excellent service and support to our members through the provision of professional membership systems  |
| **Impact:** | Delivery against agreed objectives, ensuring the effective implementation and development of our systems and improve organisational effectiveness |
| **Key Responsibilities:** |
| Working with the Deputy CEO, Finance Manager and other key staff to ensure processes are effectively mapped within the various inhouse membership systems  |
| Developing an understanding of the applications in use across the organisation namely, CRM, CPD diary, Revalidation, ePortfolio, how they are all interlinked with the CRM and how they are used by our staff and members  |
| Supporting the ongoing specification and development of FPH membership systems  |
| Working with managers across the business to ensure new systems have been through timely, thorough and appropriate user acceptance testing and ensuring that the required specification has been met |
| Working closely with the external suppliers/helpdesk providers to ensure a swift and meaningful response to queries that cannot be resolved internally |
| Provide support to all members of staff in the use of membership systems |
| Manage membership data to ensure accuracy of data and adherence to GDPR guidelines |
| Develop the reporting capabilities of CRM including maintaining and updating dashboards |
| Be an active member of Corporate Services Team and promote effective team working across the organisation |
| Undertake any other duties as may be reasonably required from time to time by the Deputy CEO |
| Consistently model FPH’s values, actively manage your own personal development, have fun and challenge yourself at work |

**Person Specification: Senior CRM Systems Officer**

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| **Skills and abilities** | **Essential or Desirable** |
| Ability to successfully manage multiple work streams, including organising time effectively, prioritising workload and meeting deadlines | Essential |
| Ability to collate and communicate complex information clearly and persuasively to a range of stakeholders | Essential |
| Ability to identify and solve problems or concerns constructively and creatively | Essential |
| Ability to identify opportunities for systems and processes to be improved to deliver solutions  | Essential |
| Ability to develop processes and encourage others in their adoption | Essential |
| Skilled in data analysis and manipulation using applications such as Access, Excel, CRM, Word | Essential |
| Ability to use Word and Excel to intermediate/advanced standard | Essential |
| Ability to use advance find, create dashboards in CRM Dynamics, familiarity with relational databases | Essential |
| Ability to create and schedule workflows in CRM Dynamics | Essential |
| Ability to develop document templates using document core pack or similar product | Essential |
| Ability to work as part of a team and support team objectives | Essential |
| Ability to understand and demonstrate commitment to the FPH’s Values, Ethical Policies and Equality & Diversity Policy and to ensure all activities are carried out consistently within this framework. | Essential |
| **Experience**  | **Essential or Desirable** |
| Good degree qualification or equivalent | Essential |
| Experience of working effectively in a Royal College or Faculty environment | Desirable |
| Experience of working in a membership organisation | Essential |
| Experience of running a membership annual renewal cycle | Essential |
| Experience of building and maintaining effective networks | Essential |
| Experience of the health or social care sector | Desirable |
| Evidence of regular personal / professional development | Desirable |

**Benefits of working for the Faculty of Public Health**

* Competitive salary
* Employer contribution to pension scheme of up to 12.5% of salary
* Annual leave of 29 days per annum, plus bank holidays
* Interest-free season ticket loan
* FPH Benefits – discount purchasing scheme for goods and services
* Employee Assistance Programme – helpline and advice
* Occupational Health Assessment and Support
* Free annual eye-test and £100 contribution towards glasses if required for work purposes
* Cycle to Work Scheme
* Central London location in Regent’s Park
* Flexible working policy in relation to remote working

**The UK Faculty of Public Health current staffing structure**

Chief Executive

Education, Standards and Advocacy Directorate

Advocacy

Education & Training

Workforce & Standards

Corporate Affairs Directorate

Membership

Business services

Finance

Communications

Further information about the UK Faculty of Public Health is available at [www.fph.org.uk](http://www.fph.org.uk)