

JOB TITLE (LOCATION)	DATABASE DEVELOPER & BI ANALYST (LONDON OR GLASGOW)
SALARY AND BAND	BAND 6 – SALARY RANGE £33,535 - £44,911 PLUS LONDON WEIGHTING OF £6,707 TO £8,164 (ONLY APPLICABLE IN LONDON)
ANNUAL LEAVE	27 DAYS PLUS 9 BANK HOLIDAYS FOR FULL-TIME HOURS
REPORTS TO	HEAD OF DATABASES AND BI DEVELOPMENT
DIRECT REPORTS	N/A

About Maggie's

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our long-term ambition is to be there for everyone with cancer in the UK at all 60 cancer centre sites to ensure that there is no-one living with cancer who is unable to access the expert psychological and information support that they so desperately need to live the best quality of life possible. The next five years brings us over the halfway mark to achieving this goal.

About the Post Holder

You will have a strong but collaborative/collegiate approach to challenging the status quo in terms of database-related processes. Determined, flexible and resourceful, you will possess strong problem solving skills and will remain calm under pressure. The post holder will have excellent interpersonal and communication skills, being able to confidently relate to people at all levels and communicate requirements clearly. The post holder will have experience in IT support provision, including requirement specification gathering and first/second line support.

It is important that the post-holder has the technical skillset to help Maggie's strengthen, improve and develop its APIs, internal SQL, Business Intelligence and CRM processes – including experience in writing complex SQL queries and stored procedures as well as ETL processes with previous exposure to Python, Azure, Salesforce DataLoader, SSIS and SSRS.

About the Role

Principally, the post holder will be responsible for proactively developing and supporting the use of Maggie's systems and associated databases and data warehouse, in order to maximise functionality and to optimise the supporter and visitor experience, thus working towards the aspiration that "everyone deserves a Maggie's Centre". The post-holder will need to establish and sustain strong collaborative working relationships both internally and externally, in order to challenge and then optimise database- and Business Intelligence-related processes.

You will proactively seek out automation opportunities for HR, Finance, Programme and Fundraising, facilitating the specification of business requirements with internal clients then converting these into functional specifications prior to developing, testing and implementing the associated routines, SQL code, stored procedures and/or other automation approaches. In addition, this role will handle exceptions and other transactional activities that are currently undertaken manually, whilst proactively and consistently seeking all opportunities to eradicate

exceptions via root cause analysis and correction, and the automation of manual activities wherever appropriate, compliant and suitable.

Key Responsibilities

- Proactively design, develop and automate new/enhanced APIs, interfaces, processes and procedures requiring frequent imports of data into the main production database, and to test these comprehensively.
- Collaborate with cross-functional teams to analyse business requirements and prepare detailed specifications for the integration of these systems with existing databases and the data warehouse.
- Undertake associated business analysis with which to prepare detailed business requirements specifications, functional specifications and technical specifications relating to changes or improvements in databases and/or data warehouses, and to provide considerable input into/compile user acceptance testing (UAT) test plans.
- Deliver business critical tasks for business-as-usual (BAU) operations such as cleansing, transforming, importing and outputting datasets, as well as assisting with and facilitating report compilation to colleagues.
- Stay current with technology trends and evaluate opportunities for leveraging emerging tools and frameworks.
- Assess, evaluate and fulfil work requests received from across the organisation, in order to assist and support the effective use of Maggie's database, data warehouse and other data storage areas and systems.
- Prepare exports, imports and undertake database queries including data requests, reports, analysis as part of work requests using SQL queries and stored procedures in SQL server.
- Be responsible for the daily running of a help desk function for all system users, dealing with queries directly and/or escalating issues to the Head of Databases and BI Development or the IT Department when appropriate.
- Write effective, scalable code.
- Ensure that Service Level Agreements are met and adhered to with internal clients.
- Develop, modify/update and publish user processes, guides and procedures.
- Assist with other relevant duties as appropriate.
- Building of data reporting structures in current systems of Salesforce, Power BI, Charity CRM and future systems.
- Communicate data in a clear and simple manner to non-technical personnel.

Essential skills and experience

- Degree educated in relevant field with SQL Server qualification/certification.
- Experience of database administration in a multi-user environment.
- Advanced knowledge of SQL and T-SQL including building complex queries as well as administrative scripts.
- Knowledge of Python or Powershell scripting.
- Experience of interfaces and APIs development.
- Data validation and manipulation techniques using SQL, Python, VBA, macros, pivot tables, Access.
- Advanced knowledge of ETL tools such as SSIS (SQL Server 2017 onwards), plus Stored Procedures; advanced SSRS and basic/ intermediate knowledge of PowerBI or equivalent.
- In-depth understanding of GDPR and Data Protection legislation.
- Strong business requirements and functional/technical specification documentation skills;
- Excellent numerical skills and the ability to manipulate raw data.
- Proficient in Microsoft Office Suite.
- Knowledge of data reporting and visualisation, in particular on Power BI, Salesforce, Tableau.