

Job Description

Title	CRM and Technical Support Executive
Reports to	Head of Insight and Digital
Location	EMD UK are happy to offer this position as office based at EMD UK head office, Horsham, West Sussex OR under a working from home/flexible arrangement.
Contractual Status	Full Time is desirable, but part time and flexible working are available Initially contracted until 31 st July 2022 with the possibility of extension.
Salary Band	£32,000-£35,000 per annum plus benefits.
Job Purpose	<ul style="list-style-type: none"> To support all organisation departments in the day to day use of our Customer Relationship Management (CRM) system To support the development and delivery of digital projects
Key Tasks and Responsibilities	<ul style="list-style-type: none"> Leading on all day-to-day CRM technical support and system administration utilising CIVI CRM Managing the day-to-day relationship with external technical support Supporting the correct use of CRM across the organisation; providing best practice and guidance Undertake CRM administration activities including but not limited to: setting up and training new users, monitoring usage and performing regular data checks. To support digital project delivery as relevant To comply with all GDPR regulations To attend meetings and events as appropriate on behalf of EMD UK To support the Insight and Digital Manager and other senior staff as required. Any other relevant task commensurate with the level of the role and as requested by your line manager or Chief Executive.

Person Specification

	Essential	Desirable
Education/training in a related field OR the equivalent of the same in working experience	✓	
Experience working in a related field	✓	
Experience delivering a user-centred technical support service, helping with varied application use; preferably CRM		✓
Experience of delivering remote user support, training and guidance		✓
Competent in the understanding and use of frontend technologies (HTML, JavaScript, CSS)		✓
Experience of leading requirements gathering, solution design, process documentation and implementation		✓
Data protection (GDPR) and security standards awareness	✓	
Excellent stakeholder management skills, in particular experience managing contractors/suppliers	✓	
Strong trouble shooting skills; ability to wind back issues and unpick in detail what has happened	✓	
Excellent communication and interpersonal skills, especially speaking to customers on the phone and via email	✓	
Experience managing projects utilising project management methodologies and their frameworks		✓
A proactive and self-motivated individual, looking to strive to continually improve existing processes	✓	
Excellent organisational and time management skills	✓	
Ability to meet targets, deadlines and work under pressure	✓	
Ability to work as part of a team	✓	
Ability to be flexible, adaptable and follow procedure	✓	

This job description is not to be regarded as exclusive or exhaustive. It is intended as an indication of the areas of activity and can be amended at any time in response to the changing needs of the organisation.