

**THE NOT FORGOTTEN ASSOCIATION**  
£25-£27k + Generous Benefits

**Job Title:** IT & Database Manager

**Reports to:** Head of Finance

**Hours per week:** 35

**1. Main Purpose of the Role:**

To be the NFA's lead on all IT and technical office systems; including developing and running the database, overseeing the provision of Televisions, Tablets and Licences to beneficiaries, and maintaining the website.

**2. Environment of the Job:**

The Not Forgotten Association is a small not for profit organisation, which exists to organise and host a whole range of events, entertainment and recreation for the military serving wounded, injured or sick and for ex-service men and women with disabilities. We are renowned for our personal style and ethos, and for the exceptional and wide ranging support we provide to our beneficiaries. The organisation is funded by donations and is overseen by a board of Trustees. The job is based in the Association's offices at 2 Grosvenor Gardens SW1W 0DH, but requires the post holder to be prepared to travel to support the charity's activities throughout the UK.

**3. Main Duties and Responsibilities:**

- a. Review, maintain and recommend enhancements on all NFA IT and technical systems, including security updates.
- b. Lead in coordinating with IT & technical contractors
- c. Develop, manage and maintain the NFA database (CiviCRM)
- d. Collection and extrapolation of all statistical data from the database as required
- e. Assess and process applications for assistance with Television, Tablet and Licence support provision and manage client data
- f. Maintain the website (HTML and CSS knowledge desirable)
- g. Social Media technical control and content support
- h. Oversee NFA Data Protection

**4. Other Duties and tasks**

- a. IT Training to NFA staff
- b. Attending NFA events, specifically Royal events.
- c. Carry out additional duties as requested by the Senior Management Team (SMT).

**5. Dimensions of job**

In addition to the above tasks the individual will be required to liaise with outside parties over contacts and to plan, manage and deliver the Television/Licence budget.

## PERSON SPECIFICATION

It is critical that the applicant has a strong empathy with the charity's objectives and our beneficiary base.

- a. Must have excellent interpersonal skills and be able to engage socially with confidence to beneficiaries, benefactors and the wider public, and represent the charity at outside events.
- b. A confident and fluent communicator both verbal and written.
- c. Must possess comprehensive IT skills, including experience in developing and maintaining a database (preferably a CRM type database), ability to maintain a website and be confident in troubleshooting IT problems. Working knowledge of Windows Server beneficial.
- d. Should have a good understanding of office management and communication systems;
- e. Dynamic and proactive in finding solutions and enhancements, presenting them to the SMT and implementation, as directed.
- f. A quick learner who has established organisational and planning skills.
- g. A team player who works collaboratively and is ready and willing to play their part in all the charity's activities, specifically fundraising.
- h. A demonstrable flexible work ethic.
- i. Displays initiative, being able to work to tight timelines and meet deadlines effectively with the ability to manage own tasks/priorities effectively.
- j. The maturity, self-discipline and self-motivation to work without supervision.
- k. Prepared to travel to attend charity events.

Applications should be made by 27 October by sending a CV and a short covering letter (no more than 2 sides of A4) showing how you meet the requirements, to [recruitment@nfassociation.org](mailto:recruitment@nfassociation.org). Requests for further information should also be sent to this email address.