CIOL

Job Description and Person Specification

Position: **Senior Systems Development Administrator**
Location: Central London
Salary: Commensurate with expertise and experience (c. £34 - 38,000)
Contract: 2 years with option to make permanent

The Chartered Institute of Linguists, and CIOL Qualifications, its Awarding Organisation, are leaders in the provision of specialist membership and qualification services within the languages profession.

We are recruiting a Systems Development Administrator to oversee the modernisation of the Qualifications processes and systems and the integration between the Membership and Qualifications systems, the selection of other technology required for customer projects and the technical management of the website, whilst ensuring the day-to-day operations run smoothly.

Experience of the professional body sector and/or awarding organisations would be a bonus, as would familiarity with any of the following systems Civi CRM, Quartz, Moodle, IMIS, RM results, Edumatic, or any other Membership, Qualifications or Online Learning technology.

API Development work can be outsourced to a technology partner, however the Systems Development Manager will be expected to understand the options and manage the projects effectively.

In addition, the post holder will be expected to liaise with the organisation's outsourced IT support team regarding the day-to-day IT operation and be the key point of contact between the organisation and its CRM/website providers, server hosts and all other relevant contractors.

The post holder will also be responsible for the integrity, security and development of all CRM systems and the interface with the CMS platform to ensure all organisational needs are met as the business grows.

A key element of the position is to ensure CRM and CMS efficiency at all times, to monitor systems' performance and make recommendations to improve performance and to troubleshoot as required while being the first point of contact for all staff.

The work is challenging but rewarding and as part of a small permanent team of 24 staff, the 'day-to-day' is varied and wide-ranging.

On a personal level you will be proactive, adaptive and flexible, a team-player who is sensitive to security and confidentiality. Reporting directly to the CEO, but working closely with the Head of Membership and Head of Qualifications, this is an exciting time to join an expanding organisation with some ambitious strategic objectives aimed at improving our market position and achieving financial growth.

Responsibilities include:

- Lead selection of software systems to improve the organisation's operations
- Transition the Qualifications into digital
- Be responsible for the bringing together of the Membership and Qualifications systems to operate as one
- Manage all related development work
- Administration of systems
- Set, monitor and enforce appropriate systems standards by developing relevant policies, procedures, and controls
- Map out future requirements, including capacity planning for the CRM and website interface by establishing business needs and the requirements of all users (internal and front-end)
- Plan, manage, install, test and monitor all development work, system changes, upgrades and updates (in line with agreed budget). Consider both back-end organisation of data and front-end accessibility for end-users and make recommendations for improvements as required
- Control access permissions and privileges
- Develop, manage and test back-up and recovery plans
- Be the main point of contact between the organisation and its database, website providers, server hosts, IT support contractors and other relevant contractors/organisations as required

This challenging role will suit someone with proven skills and experience in systems development, with an eye for detail and the ability to deliver projects on time and within budget.

For any pre-application questions, please email Dom Hebblethwaite c/o anji.thomas@ciol.org.uk or telephone 0207 940 3100

Closing date for applications: **10:00pm** on **Monday 28 January 2019**
Proposed interview date: **Tuesday 12 February 2019**

No Agencies please.

EQUALITY, DIVERSITY AND INCLUSION

CIOL is an equal opportunities employer and we welcome applications from all suitably qualified and experienced persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Applicants are invited to take part in our monitoring survey; your submission will be anonymous and will not form part of the application process. Taking part in the survey is entirely voluntary; the data will be used to ensure we are meeting our equality, diversity and inclusion targets and obligations. Please click here to take part [you will be taken to Survey Monkey].