

## **JOB DESCRIPTION**

# **ADVISOR: DIGITAL AND USER SUCCESS**

**CONTRACT TYPE:** PERMANENT  
**REPORTS TO:** LEAD: PMO AND TRANSFORMATION  
**DIRECT REPORTS:** NONE  
**TRAVEL REQUIRED:** NONE

## **ARE YOU WHO WE'RE LOOKING FOR?**

You are someone who is excited by working with users and systems (sets of things working together as a complex whole) to drive individual and organisational success. You have a passion for helping to ensure that we get the very best out of our digital systems by seeing that users have the right digital tools, knowledge, skills and confidence to do their work efficiently, effectively and enjoyably.

You are an excellent communicator, able to actively listen to your colleagues, to learn what they need, and to identify barriers to, and opportunities for, success. You understand how to use different communications approaches to inform, entice and enable users.

Highly digitally literate, you will have worked with Office 365 applications, a CRM database and an ERP tool (preferably Salesforce and Dynamic 365 Business Central). You are confident navigating a digital eco-system to find, evaluate, use, share, and record information.

A self-motivated and proactive learner, you will use your initiative and resources to develop your digital skills and get the best out of our systems.

You are confident adapting to digital change and working in a continuous improvement mindset - confidently raising suggestions for improvements and sharing your skills and knowledge with colleagues.

You have broad technical and digital skills and you understand that digital systems can only succeed if there is a good understanding of the processes and culture of the organisation they support.

You are as comfortable carrying out routine administrative tasks as you are stretching yourself to support the delivery of user-centric solutions. You understand how maintaining excellent digital records helps you and the organisation deliver its mission and you take ownership to uphold high standards and address issues.

You are confident in building relationships of trust with staff at all levels in the organisation and in different stages of their journey towards digital confidence.

Mostly you just get a kick out making it work better for people!

## **KEY RESPONSIBILITIES**

### **1. SYSTEMS ADMINISTRATION AND SUPPORT**

- Routine systems administration (primarily Salesforce and Sharepoint)
- Monitoring and management of Digital Systems Support board – responding swiftly to triage and solve issues, escalating with others as needed
- Communicating changes, tips, news, plans to staff through the Digital Systems support channel and other channels as appropriate
- Liaise and work with external IT partners and solutions providers as necessary
- Bring a positive and solutions-centred approach to engage and motivate users

## 2. UPSKILLING OUR USERS

- Development of initiatives and materials to support the induction of new staff and the upskilling of current staff
- Working with Senior Advisor: Business Systems Analyst to agree and prioritise activities
- To deliver targeted live and/or recorded sessions to address specific areas and build confidence, skills and knowledge
- To provide 1-to-1 drop-in sessions with staff as needed
- To be frequently sharing knowledge and promoting and modelling a culture of unembarrassed knowledge exchange

## 3. SOLUTIONS DELIVERY

- Take on the development, testing, delivery and roll out of digital systems micro-projects and tasks. Working with the Senior Advisor: Business Systems Analyst to agree approach, effort and timescales. Typical examples might include:
  - Streamlining of existing processes through our digital systems
  - Structured migration of content from the file server to Sharepoint
  - Provision of targeted reports (Salesforce , Excel, other tools)
  - Set up and implementation of new apps and tools
  - Promoting and embedding new digital resources
  - Periodic database housekeeping initiatives
- The Digital team works iteratively and with the users at the heart of what we do. You understand this agile approach and are responsible for bringing it to any of your micro-projects.

## 4. DIGITAL SYSTEMS TASKFORCE

- Be a member of the Digital Systems Taskforce – with an equal voice and contributing fully to that group
- Provide administrative support to that group – scheduling meetings, managing agendas, recording and monitoring actions/tasks and decisions

## 5. OTHER RESPONSIBILITIES AS REQUIRED

The areas outlined above are indicative of the sorts of core responsibilities you will have. It is not exhaustive. We are a small team with a large reach and we handle the minor to the major when it comes to all things systems. You need to be happy to embrace our systematic, planned work whilst being able to respond to the unexpected and the urgent.

## 6. DEVELOPING THE FRONTLINE AIDS CULTURE

Active participation in the Frontline AIDS cultural philosophy that Action Makes the Difference. The attitudes and approach we take at work are guided by our organisational values - Freethinker, Inspired by Difference and Firestarter - and their associated behaviours. Knowing what is expected of us every day will help Frontline AIDS to be a great place to work.

Strong commitment to the approach of Frontline AIDS to equality of opportunity and the safeguarding of children and vulnerable adults. As well as to supporting a workforce that reflects our globally diverse movement, and ensures our work is enhanced by a range of ideas on the issues and challenges we work on.

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/ KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of Office 365 applications, ERPs and CRMs and experience of working with them as a user and/or in an administrative capacity.</li> <li>• Good understanding of the benefits of having different systems integrated and working together across an organisation.</li> <li>• Experience of using digital systems to support and improve organisational processes and procedures.</li> </ul>	Working knowledge of <ul style="list-style-type: none"> <li>• Salesforce</li> <li>• MS Dynamics / Business Central</li> <li>• Sharepoint</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Identifying digital solutions and opportunities to improve performance at work</li> <li>• Working with colleagues to refine, develop and improve systems</li> <li>• Knowledge sharing and upskilling others</li> <li>• Documentation and communication to colleagues at all levels in an organisation</li> <li>• Provision of periodic communication updates as well as ad hoc calls to action, knowledge sharing and learning opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Exposure to iterative and agile project approaches</li> <li>• Understanding of marketing communications techniques</li> </ul>
<b>SKILLS/ABILITIES</b>	<ul style="list-style-type: none"> <li>• Confident user of our core systems: Office365 ( particularly Teams &amp; SharePoint), Salesforce, Business Central</li> <li>• Confidence in learning how to develop your own technical skills and demonstrable evidence of doing this in the past.</li> <li>• Unafraid of new challenges and equipped with the skills to tackle them</li> <li>• Ability to communicate clearly and with purpose to others in writing, presentations, in person and virtually</li> <li>• Ability to find joy in gnarly problems and to work through them with persistence to resolve them</li> <li>• Ability to remain positive and to encourage positivity in others</li> </ul>	<ul style="list-style-type: none"> <li>• Any formal technical skills in coding/data management/reporting</li> </ul>
<b>CORE BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• Demonstrates commitment to high performance and holds self, team members and others to account</li> <li>• Inspires genuine enthusiasm and passion in others, by bringing Frontline AIDS' strategy to life.</li> <li>• Acts as role model for colleagues by demonstrating positive behaviours.</li> <li>• Treats all team members with dignity, respect and fairness.</li> </ul>	
<b>LOCATION</b>	<ul style="list-style-type: none"> <li>• We offer full hybrid working so you can mix your time between being in the office and working remotely.</li> </ul>	<ul style="list-style-type: none"> <li>• Our UK office is in central Brighton. Ideally you will be able to work</li> </ul>

Website: [www.frontlineaids.org](http://www.frontlineaids.org)  
Facebook: [facebook.com/frontlineaids](https://facebook.com/frontlineaids)  
Twitter: [twitter.com/frontlineaids](https://twitter.com/frontlineaids)



		a minimum of one day in the office – but this is not essential.
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