Role Summary

The University of Cambridge Institute for Sustainability Leadership (CISL) is a globally influential institute, developing leadership and solutions for a sustainable economy.

The CRM / SharePoint Administrator is a new and exciting role that will be at the heart of CISL’s digitisation initiative, and is responsible for the day-to-day management and basic administration of CISL’s digital systems (primarily its CRM and SharePoint), monitoring and managing the quality of data for usability and compliance purposes, and providing training, documentation, reporting and first-line support for staff.

The role holder will support colleagues from across CISL, including internal data managers and programme teams, to maintain a joined-up approach to management of the system and data.

The purpose of both CRM and SharePoint digital systems is to support CISL’s business growth, efficiency and effectiveness via future-proofed tools to:

- Support business relationship development during marketing, development, delivery and post-delivery of initiatives and programmes.
- Allow better internal collaboration, communication and co-ordination.
- Enable more efficient workflows within and between departments.
- Keep and maintain high-quality, rich, GDPR-compliant data from collaborative sources that can be reported on with transparency.

The role holder provides day-to-day operational support for the systems in terms of functionality and systems issues to assist colleagues in maximising their use and effectiveness.

The role holder works to:

- Manage the different data held within the systems, auditing them periodically and working to build in ongoing best practice to keep the data clean and GDPR compliant.
- Support the marketing manager with audience segmentation and compilation of marketing lists.
- Provide relevant management information to executives.
The CRM / SharePoint Administrator will provide training and coaching to colleagues and provide first-line support, escalating any problems that cannot immediately be resolved to the systems vendors’ support functions, ensuring that response times meet internal service level agreements.

The role holder will develop an in-depth understanding of CISL’s business processes and support the Digital Communications Systems Manager to gather and prioritise requirements for systems enhancements / developments; and documents system requirements, business processes and other systems-specific information to ensure efficiencies in staff time.

Key Responsibilities

This section details, but is not an exhaustive list, of the specific activities or obligations for which we require and hold the role accountable.

Systems Support

- Ensures that the systems support the organisation’s strategy and activities as they evolve over time.
- Maintains an in-depth understanding of CISL’s systems, primarily CRM and SharePoint: their functionality, purpose and how they support CISL staff in their business needs and use of the system.
- Works in co-operation with the Digital Communications Systems Manager to define efficient processes and workflows, conforming to simple best practice and the functional needs of the staff.
- Liaises with third parties, such as the CRM vendor, in cases where external input is required.
- Optimises CISL’s use of SharePoint to act as a repository for documents attached to CRM records, or communications, project or marketing collateral.

Problem Management

- Acts as the system administrator for the Dynamics 365 CRM platform and SharePoint and performs super-user administration tasks, providing first-line help desk support for all system users, and troubleshooting issues with the platform and third-party tools, e.g. ClickDimensions.
- Initiates and monitors actions to investigate and resolve problems in the systems raised by CISL’s users. Determines problem fixes/remedies. Ensures all issues are documented.
- Assists with the implementation of agreed remedies and preventative measures, and disseminates best practice.

Systems Development

- Provides a central point of contact for all change requests and system alterations. Keeps an up-to-date log of all issues and priorities.
- Helps the Digital Communications Systems Manager in the efficient prioritisation, planning and delivery of updates or modifications.
• Manages the testing of system changes/development.

• Documents all business processes, procedures, best practice guidelines, development work and other systems-specific information. Ensures these are reviewed annually.

**Project Support**

• Defines, documents and carries out small improvements to the systems with the agreement of the Digital Communications Systems Manager, actively participating in all phases and contributing to the setting of priorities.

• Agrees project approach with stakeholders and prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, managing stakeholder and supplier involvement as appropriate.

• Identifies, assesses and manages risks to the success of the projects. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances.

• Ensures that such improvement projects have formal user acceptance testing where appropriate, and subsequently reviews the projects and ensures that lessons learned are recorded.

**Data Quality**

• Maintains data quality for the Institute, overseeing data cleansing and looking for continuous improvement in data accuracy, and its compliance with GDPR.

• Develops best practice and writes guidelines on cleansing data before import, so that teams maintain their own data as far as possible. Corrects data where required, in liaison with the data owners.

• Supports the importing of non-CRM data sets ensuring their accurate mapping to CRM fields, data cleanliness and de-duplication, and GDPR compliance.

• Ensures data security and protection is maintained at all times. Maintains control of access rights, security and user privileges ensuring sensitive information is well protected, including de-provisioning ex-employees.

**Operational/Management Information**

• Develops and maintains custom individual and team reports and dashboards, ensuring they are fit for purpose and saved to team or individual profiles, and ensuring consistency, clarity and a ‘single version of the truth’ across the Institute.

• Provides a first point of contact for the delivery of information required by all areas of the business that colleagues themselves cannot extract, via tailored reports. Ensures colleagues are familiar with producing the reports themselves once designed.
Training Others

- Works collaboratively with the Digital Communications Systems Manager and colleagues to identify, design and deliver training programmes for a variety of audiences. Ensures maximum benefit is derived, visibility of required information and reporting is optimised, data integrity is maintained, and best practice is followed.

- Monitors and encourages user engagement on an ongoing basis via, e.g., internal communications and user groups. Writes, implements and assesses compliance with ‘how to’ best-practice guides, policies and procedures.

Person Profile

This section details the knowledge, skills and experience we require for the role.

Education & qualifications

- Educated to a minimum of ‘A’ level or equivalent.
- Educated to degree level or equivalent (desirable).

Relevant experience

- Experience in Dynamics 365 and/or Sharepoint: user administration, training, first-line support and user acceptance testing.
- Experience in project administration.
- Experience with data management and GDPR compliance.
- Experience of the use of CRM systems to support and underpin marketing activities.
- Experience of the use of CRM or other systems to manage projects involving multiple stakeholders.
- Knowledge of Scribe and SQL (desirable).
- Strong working knowledge of associated technologies including Microsoft Dynamics CRM for Outlook Client, Office 365, Power BI and ClickDimensions (desirable).

Interpersonal & communication skills

- Strong logical and analytical thinking, and problem-solving skills.
- Excellent organisational skills, accuracy and attention to detail.
- Good interpersonal, written and verbal communication skills, including the ability to communicate effectively with management, administrative staff, colleagues and IT professionals.
- Excellent IT skills.
- Good time management and ability to prioritise a diverse and changing workload.

**Additional requirements**
- A demonstrable interest in sustainability and committed to the values that underpin CISL's work.

## Terms and Conditions

<table>
<thead>
<tr>
<th>Location</th>
<th>CISL Cambridge, 1 Trumpington street, Cambridge, CB2 1QA, UK</th>
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</thead>
<tbody>
<tr>
<td>Working pattern</td>
<td>Full time</td>
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<tr>
<td>Hours of work</td>
<td>36.5 hours per week</td>
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<tr>
<td>Length of appointment</td>
<td>Permanent</td>
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<tr>
<td>Probation period</td>
<td>6 months</td>
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<tr>
<td>Annual leave</td>
<td>Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. 3 days exclusive of public holidays must be taken during the period when CISL closes over Christmas to New Year.</td>
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<tr>
<td>Pension eligibility</td>
<td>You will automatically be enrolled to become a member of Cambridge University Assistants’ Contributory Pension Scheme (CPS). Pension scheme details are available at <a href="http://www.pensions.admin.cam.ac.uk/">http://www.pensions.admin.cam.ac.uk/</a>.</td>
</tr>
<tr>
<td>Retirement age</td>
<td>The University does not operate a retirement age for Assistant staff.</td>
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### Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the [Right to Work page](http://www.pensions.admin.cam.ac.uk/) within the ‘Applying for a job’ section of the University’s Job Opportunities pages helpful.

### Application Process

To submit an application for this vacancy, please click on the link in the ‘Apply online’ section of the advert published on the University’s Job Opportunities pages. This will route you to the University’s Web Recruitment System, where you will need to register an account, if you have not already, and log in before completing the online application form.
If you have any questions about this vacancy or the application process, please contact the CISL Human Resources team at human.resources@cisl.cam.ac.uk.

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**General Information**

**The University of Cambridge Institute for Sustainability Leadership**

The University of Cambridge Institute for Sustainability Leadership (CISL) is a globally influential Institute developing leadership and solutions for a sustainable economy.

Our Rewiring the Economy framework shows how the economy can be ‘rewired’, through focused collaboration between business, government and finance institutions, to deliver positive outcomes for people and environment in pursuit of the UN Sustainable Development Goals (SDGs).

For over three decades we have built individual and organisational leadership capacity and capabilities, and created industry-leading collaborations, to catalyse change and accelerate the path to a sustainable economy. Our Rewiring Leadership framework sets out our model for the leadership needed to achieve this.

Our interdisciplinary research engagement builds the evidence base for practical action, through a focus on six cross-cutting themes critical to the delivery of the SDGs: sustainable finance, economic innovation, inclusive development, natural capital, future cities and leadership.

**What we do**

- Build the leadership capacity of individuals to create the [future we want](#) through [executive](#) and [graduate](#) education.
- Develop the capability of organisations and regions to lead this transition through our [advisory services](#) and [customised programmes](#).
- Our work is underpinned by multidisciplinary [research](#) and grounded in practitioner insights from exceptional people from business, policy, civil society and academia.
- Catalyse innovation and solutions through our [business and policy leaders groups](#), and working with individual organisations.
- Facilitate collaboration and dialogue across conventional boundaries through our [business and policy leaders groups](#).

**Who we work with**

Each year we work with business, government and finance leaders in over 250 organisations including consumer brands, global banks and national governments, attracting more than 1,200 delegates into our programmes. The [Unilever Young Entrepreneurs Awards](#), delivered by Unilever and CISL, help young sustainability entrepreneurs achieve scale for impact.

Our core activities are supported by our [Strategic Partners](#), a small group of leading businesses who commit funds and advice to ensure our work is focused on the most material challenges and on the areas of greatest potential impact.
A global Network for change

We have a leadership Network of over 8,000 senior leaders and practitioners from business, government and civil society who have an impact in every sector and on every continent.

Our work also draws upon an expert group of Fellows and Senior Associates, comprised of business leaders, academics and other influential thinkers who have direct experience of working to address sustainability challenges.

HRH The Prince of Wales is our Royal Founding Patron and has inspired and supported many of our initiatives including The Prince of Wales Global Sustainability Fellowship Programme, The Prince of Wales’s Business & Sustainability Programme, and The Prince of Wales’s Corporate Leaders Group.

Where we work

We operate in countries across six global regions – UK and Europe, sub-Saharan Africa, Latin America, Asia and the Middle East. We have offices in Cambridge, Brussels and Cape Town, with delivery partners in Beijing, Chile, Melbourne and the UAE.

The University of Cambridge

The University is one of the world’s leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are an excellent resource for researchers, students and members of the public representing one of the country’s highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow. The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources in both widening access and financial support.

The 31 Colleges are self-governing, separate legal entities that appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University’s estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with
Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.

There is much more information about the University at [http://www.cam.ac.uk/univ/works/index.html](http://www.cam.ac.uk/univ/works/index.html) that we hope you will find helpful.

**What the University can offer you**

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

**CAMbens employee benefits**

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

**Family-friendly policies**

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our Ofsted rated ‘outstanding’ workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

**Your wellbeing**

The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose.

The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.
Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to donate to charity.

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website https://www.hr.admin.cam.ac.uk/hr-staff/information-new-starters/accommodation-service

Equality & diversity

The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carer’s schemes. We encourage individuals to include details of any breaks in employment
due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

**Information if you have a Disability**

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at [http://www.admin.cam.ac.uk/offices/hr/staff/disabled/](http://www.admin.cam.ac.uk/offices/hr/staff/disabled/).

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact the CISL Human Resources team, who are responsible for recruitment to this position, on +44 1223 768814 or by email [human.resources@cisl.cam.ac.uk](mailto:human.resources@cisl.cam.ac.uk).