

Join Us as a Project Coordinator



Role: Project Coordinator

Salary: £23,088 - £24,012

Contract: Temp – Perm role starting on a 6month contract

Location: Your home base will be Touch Base Pears in Selly Oak, and occasional UK travel.

Benefits: We work a 4-day working week (Friday close), hybrid working, discounted access to Vitality programme.

Reporting to: Project Manager

About Us:

Forward Carers is committed to supporting adult unpaid Carers by providing essential services, activities, and training to enhance their wellbeing and empower them in their caring roles. We work closely with local communities, councils, and partners to deliver high-quality support tailored to the needs of Carers.

Job Purpose:

This Data Analyst role is designed to support our Salesforce CRM system and enhance data management practices. You will be responsible for maintaining data accuracy, managing accounts, handling reporting, and supporting our ISO standards and finance functions. This position requires a data-oriented professional with strong technical skills, attention to detail, and a collaborative approach.

Key Responsibilities:

- **Data Management:** Maintain data integrity through accurate data entry, quality checks, and data cleaning.
- **CRM Administration:** Support the setup, configuration, and ongoing maintenance of Salesforce, including account creation, password resets, and general troubleshooting.
- **Data Reporting and Presentation:** Use Excel and other tools to prepare and present data insights, enhancing our data-driven decision-making processes.
- **ISCO Standards Support:** Collaborate with the team to document and support adherence to ISCO standards.
- **Finance Team Support:** Provide administrative support to the finance team as needed, including data organisation and reporting.

Essential Skills and Experience

- **Data Proficiency:** Experience in data entry, quality control, and familiarity with database systems.
- **CRM Experience:** Comfortable with CRM systems (Salesforce preferred) for data management, basic configuration, and account handling.
- **Excel Expertise:** Strong skills in Excel, including advanced formulas, pivot tables, and data analysis.
- **Attention to Detail:** High accuracy in data handling and reporting.

Desirable Skills

- **Power BI:** Experience with Power BI or similar data visualisation tools.
- **Salesforce Expertise:** Proficiency in Salesforce configuration and administration.
- **IT Support Skills:** General IT skills for troubleshooting and support.
- **Machine Learning Exposure:** Basic knowledge or interest in machine learning applications.
- **SQL Skills:** Foundational SQL skills for data extraction and potential data automation tasks.

What We Offer

- A collaborative and dynamic work environment focused on Carer support and community impact.

- Opportunities for growth and skill development, particularly in data management and CRM systems.
- A mission-driven organisation where your work directly contributes to improving Carers' lives.

To Apply: If you are passionate about supporting adult unpaid Carers and have the skills to make a real difference, we would love to hear from you. Please send your CV and a one page cover letter addressing the essential and desirable criteria listed above to Anna.Smith@forwardcarers.org.uk

Interviews will take place in person. Interview questions will be provided in advance to support with preparation. If you have any access or communication needs to support you at interview, please let us know on application or on invitation to interview and we will seek to assist you to excel at your interview.

Closing Date: 11th November 2024

Interview Date: 13 November (in-person, Selly Oak, Birmingham)