

## Internship – CRM Design & Build Project

### Job Description

<b>Job Title</b>	Internship – CRM Developer
<b>Location</b>	Every-One Offices based at Wellingore Hall, Wellingore, LN5 0HU near Lincoln although service coverage is for the county of Lincolnshire. Opportunity for some home working negotiable.
<b>Salary</b>	Salary range <b>£ 1000 pcm</b> as agreed with University of Lincoln Internship Scheme
<b>Contract Period</b>	3 months
<b>Hours</b>	<b>28.5 hours</b> per week with very occasional evening or weekend work where necessary ).  Working days will be flexible.
<b>Annual Leave</b>	28 days per annum (pro rata)
<b>Responsible to</b>	Chief Executive Officer or assigned manager
<b>Responsible for</b>	The design of a CRM system, its implementation and training of key staff to use.
<b>Every-One Objectives</b>	<p>Every-One is a registered charity that supports Carers and the people they care for to have choice and to be in control of their own wellbeing. This is done through the development of personalised support, service development and delivery of training and awareness raising sessions.</p> <p>Our charitable aims are:</p> <p><i>For the benefit of the public, the promotion of the relief of carers, former carers and the people for whom they care, by:</i></p> <ul style="list-style-type: none"> <li><i>a) providing advice, training, education, information, services and assistance to carers, former carers and the people for whom they care;</i></li> <li><i>b) raising public awareness of carers, former carers and the people for whom they care such awareness to include their needs;</i></li> <li><i>c) facilitating communication - among carers, former carers and the people for whom they care; and between such aforementioned persons and employers, policy makers and service providers; and</i></li> <li><i>d) providing preventative services in order to reduce the requirement for care.</i></li> </ul>

<b>1. Overall Purpose</b>	<p>Every-One is delighted to be investing in our capacity to enable future growth plans for the benefit of the people we serve.</p> <p>We are therefore seeking an Intern to design, create and implement a Customer Records Management system (CRM) using appropriate Microsoft tools to accepted Industry Standard. You will then train key staff to use the CRM</p> <p>As CRM Intern you will create a CRM system to manage key data, currently held on separate Excel spreadsheets, more effectively within a single system, which in turn will enable us to achieve our mission in line with our Charitable objectives.</p>	
<b>2. Organisational Management &amp; Co-ordination</b>	2a	<p>To report to your designated line manager on progress through regular 1-to-1 sessions and as required. To work with key staff managing data through the project, from mapping to completion.</p>
	2b	<p>To manage the project, providing a simple, time scaled project plan with key milestones.</p>
	2c	<p>To raise any project progress concerns promptly with your designated line manager.</p>
<b>3. Project and Service Delivery</b>	3a	<p>To complete mapping of organisational data needs with key data managing staff.</p>
	3b	<p>To create a CRM system that enables more effective data management and reporting, using appropriate Microsoft tools, to accepted Industry Standard. To ensure smooth implementation with training for key staff and production of supporting documentation for future users or those who may need to maintain / update the system. Project completion within 3-month timescale.</p>
<b>4. Finance</b>	4a	<p>To make your line manager aware of any costs for any appropriate Microsoft tool purchases or licenses, or equipment required.</p>
<b>5. Policies and Procedures</b>	5a	<p>To comply with all policies and procedures adopted by Every-One and those in place between partner agencies.</p>
	5b	<p>Work at all times in accordance with Equal Opportunities and anti-discriminatory practice.</p>
	5c	<p>Demonstrate a commitment to safeguarding children and vulnerable adults and comply with Every-One's Safeguarding policies and procedures.</p>
<b>6. Working Requirements</b>	6a	<p>To work within both an office environment and home working. During COVID Pandemic we are working more flexibly, responding to government guidance and personal circumstances/health needs.</p>



## Person Specification

Criteria	Essential	Desirable
<b>Skills and Abilities</b>	Excellent verbal and written communication skills	Experience of producing publications, publicity materials and social media management.
	Administratively self-supporting and able to manage own time	Ability to use Excel, Access and Office 365
	Working to demanding deadlines and targets	Skilled at using Microsoft Teams and zoom
	Experience of supporting/developing new and existing products or services	
	Skilled at a high level in using Office 365, including Word, Excel and Powerpoint, Access and other relevant Microsoft products.  Skills in development and design of CRM systems,	
<b>Education and Qualifications</b>	Qualified to at least A level standard or equivalent.	Business Management or other IT relevant qualification to degree level or higher.
	Evidence of maintaining skills, personal development and knowledge base in area of work.	
<b>Knowledge</b>	Knowledge and understanding of Every-One's ethos and principles	Person-centred ways of working, co-production, health and social care systems and the voluntary sector.
<b>Experience</b>		Experience of working in or with an organisation such as a charity, business or service provider.  Experience of a Business/ IT Development role or similar.
	Experience of working positively with colleagues, volunteers and groups.	Experience of leading others including, staff, volunteers (such as Carers, the people they care for, their families) and professionals.
	Experience of positive partnership working.	
		Experience of delivering training

		Experience of developing and designing training.
<b>Personal Attributes</b>	A commitment to empowering people, equal opportunities and anti-discriminatory practice	Understanding of and commitment to the issues facing those with caring responsibility or being cared for.
	A commitment to ongoing personal development	Understanding of and commitment to personalisation, self-care and co-production values.
	Self-motivated, enthusiastic, willing to be flexible and positive.	
<b>Other</b>	Able to meet the travelling requirements of the post and work occasional evenings or at weekends if required,	