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ROB STEAD

SKILLS & ABILITIES

My skills have been learnt over the past 25 years by practically supporting the needs of many voluntary organisations and small businesses in a self-employed capacity.

I'm conversant with different CRM systems, including The Raiser's Edge, Salesforce, CiviCRM and Goldmine. I've written over 50 databases using MS Access, Visual Basic and SQL Server. One database used by 300+ volunteer centers was used for over 10 years. Another won an award and I've written many routines using SQL and code to achieve a specific task. For example, for Thames Reach I successfully migrated over a million records to Salesforce.

I work effectively alongside staff, volunteers and their external suppliers and have developed good working relationships. For Talk to FRANK, the Government's drug advisory service, I worked alongside consultants, staff and suppliers to implement a client referral system I devised.

I have always been interested in ICT trends and contribute using both Microsoft, Mac and Open Source solutions. For over ten years I've had a number of Linux servers which have hosted many high-profile web sites, including dryjanuary.org.uk.

EXPERIENCE

HOUSE RENOVATION, HYTHE

Builder – 2018/19

I rebuilt and renovated an old house in Hythe, Kent, and made it into a holiday rental: www.kitscottage.uk.

NATURAL HISTORY MUSEUM, LONDON

Database Manager -2017

Short term contract to help with The Raiser's Edge. Wrote a number of routines to clean, import, export and segment the data. This included a legacy score routine which using a weighting system used existing profile information to score legacy prospects.

ST MUNGO'S, LONDON

Data Insights and Donor Relations Manager -2016

I lead a team of four who were responsible for ensuring all donation income was inputted into The Raiser's Edge and also dealing with donor enquiries and complaints. We also ensured the correct segmentation of data for mailings and that reporting was accurate and timely. Over a short period of time I improve on existing processes and procedures; for example, the Christmas mailing which included complicated segmentation.

CHURCH URBAN FUND, LONDON

Database Manager - 2014 - 2015 (part-time)

Working primarily with the Fundraising team I resolved a long standing problem with Gift Aid: I introduced robust data cleaning methods for handling 'gone aways', change of details and deceased; migrated 50,000+ records from dotMailer and introduced Blackbaud's Online Express. I also went some way to introducing key performance targets, consistent methods for data recording and a strategic approach to data collection.

SELF-EMPLOYED

1995 - 2017

Working primarily in the voluntary sector and with small businesses I work closely with organisations to implement and support their ICT strategies and systems. These include:

- IT network infrastructure installation and support
- Installation of IT equipment
- Providing a help desk
- Staff training in Microsoft Office and other systems
- Implementing a VoIP based telephone system

- Web hosting and email
- Database development
- Data Analysis
- Web development
- ICT reviews, strategies and implementation

Recent customers include:

- Bassac
- Beating Bowel Cancer
- Breakthrough Breast Cancer
- Community Housing
- FARM-Africa
- Hact
- Happy Computers
- National Animal Welfare Trust
- Revolving Doors Agency
- St Ethelburga's
- St Mary le Bow Church
- St Mungo's
- Thames Reach
- Toynbee Hall
- Volunteering England

SHELTER, THE NATIONAL CAMPAIGN FOR HOMELESS PEOPLE

1988 – 1995

Team manager supporting a housing aid network of 50 centers. Tasks included: implementing a casework database system; introducing an email system; fundraising from Local Authorities; writing annual reports; project management for a range of new developments.

BRITISH AEROSPACE

1978 – 1985

Mainframe computer operator.

VARIOUS ROCK BANDS, THEATRES, LIGHTING AND SOUNDS COMPANIES

1976 – 1985

I worked as stage crew for various rock bands and stage shows.

EDUCATION

ULSTER UNIVERSITY, 2019-2021

Masters in Fine Art

UNIVERSITY OF ESSEX, 1985 - 1988

2.1 BA Hons Politics and Sociology

MARSHALSWICK SECONDARY MODERN, ST ALBANS, 1970 – 1976

'A' Levels in Technical Drawing, Sociology

'O' Levels in English, Maths, Technical Drawing, History, Physics

COMMUNICATION

I have written a range of reports for clients. For FRANK I wrote and presented a recommendation for a new client referral system which was adopted by the Department of Health. For Alcohol Concern I led on the specification of a new web site and oversaw its successful implementation by increasing visitors, donations and by improving access to information. I was also asked by the National Animal Welfare Trust to help them migrate to The Raiser's Edge. Through meetings, reports and in consultation with Blackbaud this was achieved. I also wrote and delivered a training programme to staff which introduced them to new procedures and agreed recording methods.

LEADERSHIP

Over four years I led a team of three for Every Action Counts, a programme to encourage sustainability in the voluntary sector. We delivered on all our objectives, kept within our budget of £218,000, and the programme successfully signed up over 2,500 voluntary groups. For YouthNet, over five years, I also successfully lead on the development of V-Base, an application to support the recruitment and appointment of volunteers and opportunities. V-Base went on to be used for a further five years. At Church Urban Fund I led on a difficult and longstanding issue with Gift Aid. Information had been inconsistently recorded, supporting documentation missing and there was a divergence of opinion as to how it should be done. Over eight months I resolved the issues, introduced robust procedures whilst informing and keeping my colleagues alongside.
