

SQL Database Administrator Recruitment Pack

A Company of Aareal Bank Group

www.aareon.co.uk



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Welcome

Recruiting for SQL Database Administrator

Thank you for your initial interest in Aareon UK.

Who are Aareon? We deliver Housing Management and Digital Solutions to social housing providers, helping them to support their tenants, improving customer satisfaction by reducing costs and making business processes more efficient. Our sole focus on UK Social Housing for over 50 years means we understand the challenges our customers face and our experience and expertise enables us to work with our customers on creating a comprehensive transformation plan and by approaching the project together we are able to deliver the solution and create value that enable them to meet their organisations objectives. We put our customers tenants at the heart of everything we do.

We are part of Aareon AG, the leading European provider of systems and consulting services for the property industry. In over 60 years of corporate history, Aareon AG continuously set new standards when it comes to controlling complex business processes. Customers can rely on our extensive know-how, sophisticated applications and intensive support by specialists with many years of sector experience. All this culminates in secure solutions that lead the way, are customised to the requirements of our respective markets and help customers reach their goals. Aareon AG offers expertise in the areas of consulting, software and services for the optimisation of IT-based business processes in the digital age.

Currently, we support more than 2,800 customers with over 10-million housing units. A wholly owned subsidiary of the Aareal Bank Group, Aareon has its head office in Mainz, Germany, and operates a total of 28 locations. International subsidiaries are located in the UK, France, the Netherlands, Norway and Sweden, with more than a third of Aareon's 1,400 employees working outside Germany. In addition to central, country-specific ERP systems, Aareon offers digital solutions for all processes in the property industry, including CRM solutions, document management systems, mobile applications, Internet-based service portals and much more.

In the UK, we are over 120-employees with offices in Coventry, Southampton and Swansea. Due to UK growth, and investment from Aareon Group we have a vacancy in the ERP area for a SQL Database Administrator. We have an established and experienced team and this would be a fantastic opportunity for someone who is looking to drive excellence and enhance the customer journey. So if you are searching for an opportunity where you can add real value to our customers and help deliver great service then we'd like to hear from you.

Regards
Adrian

Snapshot

Aareon UK

Aareon are the leading European Housing IT Provider, with over 10 million units of housing stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for our clients.

As social housing in the UK becomes more complex it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that our clients have to deal with.

Whether Aareon implements an enterprise-wide solution or optimises and customises a number of individual modules to complement our clients existing applications, each Aareon solution encompasses years of know-how, the experience of more than 130 implementation projects and over 50 years of social housing expertise.

3

Offices

120+

Staff

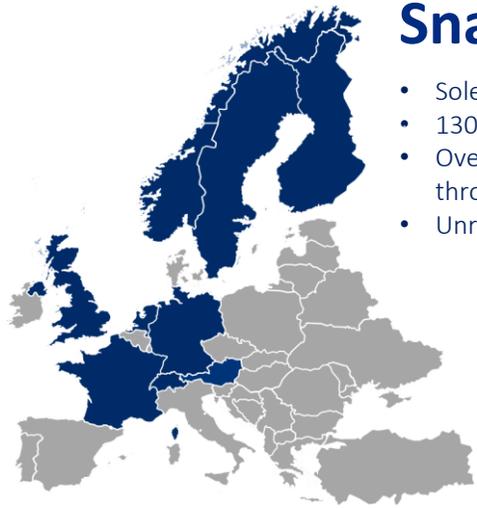
£13m

Revenue

130+

Customers

Snapshot of Aareon's Strategic Business Objectives & Customer Journey



- Sole Focus on Housing
- 130+ Customers in the UK
- Over 10m units managed on Aareon software throughout Europe
- Unrivalled European Investment and Expertise



- Empower Tenants to Self-Serve 24/7 via their Preferred Channel
- Optimise Processes and Increase Efficiency to improve multi-discipline delivery
- Enable Realignment of Resources to Support your Vulnerable tenants
- Deliver best in class data integrity and functionality for Asset Management
- Support Automation of Health & Safety Compliance & Regulatory Returns



Aareon

- Expert industry knowledge working with you to redefine and optimise your processes
- Partnership approach to de-risk implementation and deliver rapid operational value
- Agile workshops allow iterative & dynamic customer-led workshops

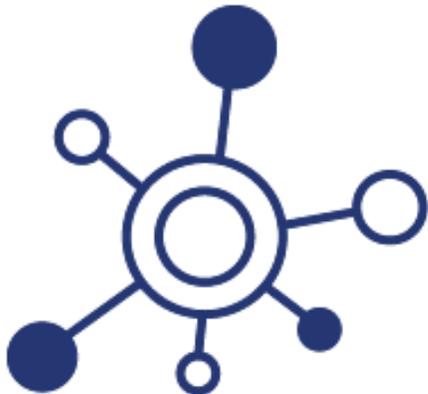


“By reducing the cost of serving customer transactions, we have more money to invest in our existing homes and services.”

Tom Battersby, Head of IT, CURO



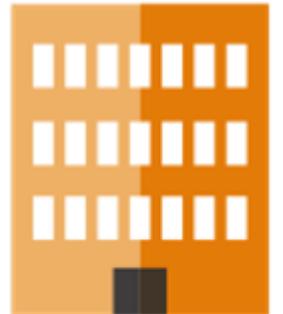
- Digital eco-system and open platform technology
- Community and tenant Whole Life Cycle solutions
- Data Led innovation for rent collection and arrears
- Strategic guidance to driving the digital ready agenda
- Re-define property management and support communities through IOT



- Optimise current solutions and build new capability aligned to your strategic plan
- Help you build and agile digital roadmap with milestone planning
- Proving strategic and operational value to support businesses cases



- Re-imagining tenant engagement to support ‘digital communities’
- Digital solutions that support independent living
- Embed data insights and analytics via intelligent dashboards
- AI & BI to automate and re-engineer processes, delivering value for money
- Predictive Maintenance and Smart Buildings



Our Values and what we stand for...

We are a people business!

We create value for our customers and their tenants.

We are Aareon...

- **We Are Open** – We can voice our opinion and say how we feel; we are open-minded; curious and imaginative
- **We Are Trustworthy** – We trust each other with what we say and what we do. It's okay for us to make mistakes; we keep learning and improving
- **We Are Honest** – We believe in honesty; there is one version of the truth; we appreciate integrity in ourselves and others; we are fair and sincere in all our dealings
- **We Are Communicators** – We speak clearly and simply; we make sure we are understood in order to get things done; differing opinions are valuable to us and we respect each others input



One Aareon



Customer First



Create Value



We Care



Deliver on time



Take Ownership

Role Description

SQL Database Administrator – Home Based

We are searching for an enthusiastic and forward thinking individual to join our QL NG Project.

The QL NG Project is a dedicated team to build the next generation of our housing management system. It is being rebuilt from the ground up using the latest technology to deliver the leading web based solution for housing providers in the UK market. The project team consists of 21 members who are primarily based in Swansea, an additional team based in Slovakia and remote working contractors. The team is organised with the Project Lead, Software Developers, Test Analysts and Business Analysts.

We are seeking an experienced SQL Server DBA to work within the DevOps team on the administration and development of a complex SQL server environment. Knowledge of SQL configuration, administration and performance tuning is essential, plus a key part of this role will be working to design and optimise high performing on premises and cloud based SQL Server installations. Experience with T-SQL, indexes, stored procedures and statistics is important and you will be familiar working in an agile environment. You will be professional, friendly and customer focused and able to communicate effectively with all stakeholders.



Key Responsibilities

SQL Database Administrator – Home based

1	Be involved with all aspects of SQL database configuration, administration and maintenance– both on premises and cloud based.
2	Contribute to the design and optimisation of secure, high performing, scalable database solutions – both on premises and cloud based.
3	Undertake monitoring, performance tuning and fault resolution of SQL servers and databases – both on premises and cloud based.
4	Work as part of a team to understand customer needs, follow business objectives and contribute to the product development.
5	Producing written materials and presenting subject matters to stakeholders relevant to areas of responsibility.
6	Ensure you maintain and build on your knowledge for the role, staying up to date with new database or server technologies, whether on premises or cloud based.
7	Work with a multi-disciplined team using an agile methodology in well-defined sprints and participate in regular agile ceremonies.
8	Maintain a high level of professionalism and customer satisfaction in all contacts with customers and colleagues.

Skills & Pre-requisites

Personal Skills

1	Analytical, with an attention to detail and excellent problem solving skills.
2	Excellent verbal and written communication skills, with a focus on first class customer service.
3	Self-motivated, able to work effectively independently or collaboratively.
4	A team player and able to collaborate with any other team.
5	A passion for technology and always seeking to expand their knowledge.

Technical Skills

1	Experience of SQL server configuration, administration and maintenance (SQL Server and Azure SQL).
2	Experience in database design including aspects such as security and scalability for high performing Enterprise solutions.
3	Experience in database monitoring, performance tuning, troubleshooting and capacity planning.
4	Experience in PowerShell scripting, particularly with database scripts.
5	Demonstrable experience in SQL Server 2019 and Azure SQL.

Desirable

1	A recognised qualification related to database administration.
2	Knowledge of SSIS, SSRS and SSAS.
3	Knowledge of business intelligence and data warehousing.
4	Experience of additional Azure services such as app services, active directory and virtual networks
5	Technical knowledge of current Windows operating systems and IIS web server.

Competencies

SQL Database Administrator – Mid Level

Professional	Team	Management	Communication	Customer
The ability to deal with interactions logically and independently by using acquired knowledge and skills. The ability to solve and/or anticipate possible problems. Be open to developing and maintaining your knowledge and skill set in order to deliver a professional service.	The ability to understand team goals and to have the motivation to achieve them. The willingness and ability to integrate with internal and external teams. Considers the needs of colleagues and supports them in order to help them achieve their best. Shares and transfers skills and knowledge within own team and the business in order to assist in reaching overall goals	The ability to plan, organise and prioritise workload in order to work in line with your goals, team goals, company goals and group goals making sure they always line up with the flight plan. Being able to lead, empower and delegate where necessary and take responsibility for actions and outcomes. Understand the required results and be flexible and multi-orientated in order to achieve them.	The ability to listen, talk, understand and convince. Listen means being open to wishes and positions of others and stepping aside when needed. Talk means being focused and clear in the way you communicate and always check your understanding of the situation. Understand means knowing your audience and what method would be best to use in order to communicate with them. Convince means that the solution presented is accepted and carried out by customers and colleagues.	Listen to, understand and manage the customer's goals and expectations in order to help them achieve their desired outcome. Constantly strive to improve the customers' situation. Follow up with the customer in order to promote satisfaction and offer further assistance if needed. Build and maintain strong customer relationships with a focus on giving them an excellent customer experience.
Required: Level 3	Required: Level 2	Required: Level 2	Required: Level 3	Required: Level 3
<ul style="list-style-type: none"> ✓ Has advanced knowledge to perform the job and anticipates possible problems ✓ Needs no guidance in any interactions or problem solving ✓ Regularly takes time to improve their knowledge and skill development ✓ Takes part in the transfer of know-how 	<ul style="list-style-type: none"> ✓ Procures information necessary for the fulfilment of tasks and passes it on to others without being asked ✓ Can be integrated into different teams and is in continuous exchange with the respective team members ✓ Actively approaches others in order to reach common goals 	<ul style="list-style-type: none"> ✓ Takes the initiative and assumes responsibility for projects ✓ Knows and understands the core processes of their working environment ✓ Understands where their goals fit into the company and to the overall group flight plan 	<ul style="list-style-type: none"> ✓ Can adapt communication style to suit all audiences ✓ Can present complex issues in a structured manner and knows how to convince others ✓ Discussions and feedback are mainly perceived as productive by all sides 	<ul style="list-style-type: none"> ✓ Appropriately assesses the situation and environment of the customer ✓ Makes contact on his/her own initiative to improve the customer's situation ✓ Is fully accepted as a point of contact

Package & Benefits

SQL Database Administrator– Home Based

Salary:	£55,000 dependent on experience
Contract:	Permanent
Reports to:	R& D Manger
Benefits:	<ul style="list-style-type: none">- Pension (5% employer)- Life Insurance x 4- 2 x Health Schemes- 25 days Holiday (plus Bank Holidays)- Perkbox Employee Engagement Platform- Enjoy Benefits Salary Sacrifice Schemes- Flexible working environment- EAP- Employee Assistance Programme- Enhanced Paternity and Maternity- Buy and Sell Holiday Scheme- Volunteer Programme

Any offer of employment is subject to successful references.

Interview Process

SQL Database Administrator– Home Based

Stage 1	30 min informal telephone interview with Adrian Taylor, R&D Manager
Stage 2	Video Interview (MS Teams) with , Adrian Taylor, R&D Manager and Genevieve Davey-Smith, Head of HR
Stage 3	30 min informal video interview (MS Teams) with Adrian Taylor, R&D Manager and Rob Griffiths, Managing Director

Feedback will be provided after each interview stage.



“Coming together is a beginning. Keeping together is progress. Working together is success.”

Henry Ford