#### Together Logo

#### Data Administrator

###### Job Description

**Accountable to** Head of Quality

# Job Purpose

The key purpose of this post is to provide an efficient support service to the Norfolk Integrated Housing and Community Support Service and effective interface with Together, the Norfolk Service and key external stakeholders. These duties will be carried out in the context of Together’s value system and Code of Conduct. This role is based in London but requires fortnightly travel to Norfolk.

This role is a 12 month fixed term contract.

##### Primary Responsibilities

* Developing, improve and maintain databases, as well as implement database change
* Develop, maintain, review and improve relevant administrative systems, to ensure all requirements (internal and external) are met
* Coordinate and collate relevant information to disseminate to key partners and relevant internal departments
* Maintain and develop secure and confidential records including service user data
* Be responsible for updating service user records in Together’s CMS database in line with relevant updates
* Collate, analyse, prepare and supply information from a variety of sources to produce and schedule reports as required
* Make a positive contribution to and work constructively within the team.
* Be responsible for all incoming and outgoing emails and telephone calls regarding the Service’s data administration
* Providing phone and email support to services around data recording and reporting
* Review CMS records and reports to audit system usage and recording

The post holder is expected to demonstrate the following competencies in carrying out his/her duties:

#### Support People who use the Service

1. Work with people in a way that promotes their equality, diversity and rights
2. Develop relationships with the people that use the service and establish and maintain effective communication with them
3. Contribute to the protection of individuals from abuse

##### Contribute to Activities

# Work in a way that ensures the service is delivered in compliance with relevant legislation, Together’s values, policies and practices and contractual requirements

1. Ensure that all the information necessary for the efficient and effective running of service is collected and disseminated appropriately
2. Keep appropriate records of communications and work and file them appropriately
3. Promote, monitor and maintain health, safety and security in the workplace

# Contribute to Team Work

1. Make a positive contribution to and work constructively within the team
2. Contribute to the development of others in the team
3. Develop your own abilities to enhance work performance

#### Confidentiality

* Information relating to users must be treated in the strictest confidence and discussed only within the project with the appropriate members of staff or with named assessor/care co-ordinator.
* Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

This list is not exhaustive and amendments and additions may be required in line with future policy changes.

#### Equal Opportunities Statement

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.



**Data Administrator**

**Person Specification**

In addressing each of these criteria, candidates must evidence their statements - it is not sufficient to state that you possess the competence

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| Short-listing criteria | **Essential** | **Desirable** |
| Previous experience and knowledge of using and maintaining electronic databases/spreadsheets, with accurate and fast typing | ✓ |  |
| Previous experience and thorough knowledge of Microsoft Office suite of applications with a focus on Excel, with accurate and fast typing | ✓ |  |
| Previous experience of providing administrative support to a team | ✓ |  |
| Previous experience of collating, organising and analysing data to provide reports for stakeholders | ✓ |  |
| Excellent communication & interpersonal skills and ability to develop & maintain effective working relationships | ✓ |  |
| Experience of prioritising and managing your work to meet deadlines | ✓ |  |
| Understanding and commitment to maintaining confidentiality | ✓ |  |
| Understanding of the issues involved in maintaining a healthy, safe and productive working environment |  | ✓ |
| An understanding of discrimination and its effects |  | ✓ |
| Evidence of training and learning |  | ✓ |

Where candidates lack the competencies identified as ‘desirable’ in the Person Specification, they will be required to address these as a priority if appointed to the post.