

Job Description

Job Title:	Digital & Data Services Administrator
Reports to:	Data Services Manager/Digital Services Manager/Data Services Team Manager
Grade Band:	F
Location:	Home Based

Purpose

As a member of CYPS Digital IAG & Data Services you will support the directorate and team in the achievement of objectives through the processing of data and direct tracking of young people.

You will assist senior staff & managers with reporting, data quality and the delivery of our helpdesk as well as other allocated tasks ensuring all services are appropriately supported.

Main Duties and Responsibilities

1. Data Processing & Manipulation
 - a. Use appropriate data manipulation tools to maximise efficiency
 - b. Processing bulk data updates onto the CYPS database(s)
 - c. Manual Updating of the CYPS database(s) as required
2. Reporting
 - a. Assist in the production of reports and statistical information for government, local authority, partners and company use.
 - b. Work with external organisations as part of a formal data exchange
3. Quality Assurance
 - a. Assist in the monitoring of accuracy of information input on the CYPS database(s).
4. Support & Training
 - a. Support internal and external contacts via a helpdesk function to provide support on allocated tasks, using a variety of methods.
 - b. Give basic training to staff on use of CYPS database(s)
5. Tracking Young People

Contacting young people or their parents/carers using telephone and digital tools (e.g. text messaging, social media, etc.) to find out the progress they are making in their chosen learning and/or career path.
6. Other Duties

- a. Assist in ensuring that all deadlines set by Shaw Trust, Our Commissioners and Government Departments are met.
- b. Take part in Community Calling as required (dependant on residential proximity to geographical area)

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in

conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post. This role requires flexibility of working hours, evening and weekend duties, as required, to ensure fulfilment of the role.

This role includes direct contact with young people, and flexibility of working hours, evening and weekend duties, as required, to ensure fulfilment of the role. Initially evening and weekend hours will be arranged on as set scheduled but may require change through the year.

<p>Person Specification</p> <p>Job Title: Digital & Data Services Administrator (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • At least 5 GCSEs passes including English and Maths (Level C/4 or above) or equivalent experience (E) • Willingness to work towards relevant apprenticeship programme/qualification (D) • Good knowledge of Microsoft Excel inc. functions and formulas (E)
<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of data handling using spread sheet and databases (E) • Demonstrable experience of successfully working to targets (E) • Experience of using CCIS/CRM databases (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E) • Excellent verbal and written skills and ability to communicate concisely and effectively (E) • Demonstration of good organisational skills (E) • Demonstrable experience of providing excellent customer service skills (E) • Capable of working under pressure and able to meet deadlines (E) • Understanding of the constraints of using sensitive and confidential data (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Enthusiastic (E) • Good communication, relationship and interpersonal skills (E) • Good Telephone Manner (E) • Flexible and willing, desire to exceed targets set (E) • Ability to work well as part of a team and independently when required (E) • Effective time and deadline management and prioritisation skills (E) • Self-motivation and dedication to the role in a remote environment (E) • A reliable team player with the ability to work on own initiative where required (E) • Excellent attention to detail (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires a Disclosure and Barring Service Check at an Enhanced Level(E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)