

## Job Description

**Job Title: Systems and MI Operational Support Officer (WHP-JETS)**

**Reports to: Regional Supply Chain Manager with a dotted line to Programme Director - JETS**

**Location: Home based**

### Purpose

To provide support to the JETS Management Team assisting in collating and interpreting MI and data, maintaining and updating digital records and information held within our customer management system.

The post holder will be responsible for:

- Collating programme data and MI from a range of sources and using initiative to provide operational analysis on key trends
- Supporting system administration and data entry.
- Maintaining data bases by checking, verifying and updating information
- Maintaining other digital and physical records and information.
- Running data integrity and accuracy checks to ensure contractual compliance.
- Monitoring and processing contract related spend / expenses in line with organisational guidance
- Providing support to the Programme Director as required

### Main Duties and Responsibilities

1. To provide systems administrative and MI support as requested by the Programme Director
2. To analyse and produce, as required, statistical information and reports for review and analysis by delivery and management staff.
3. To identify key trends from data analysis and provide recommendations to relevant stakeholders
4. To complete regular accuracy and completeness checks on data held with customer management systems.

5. To assist in all aspects of administration required within the Work and Health Programme to enable the Operational Management Team to have access to up to date information to deliver the contract
6. To assist with incoming and outgoing mail and maintain digital records and filing systems.
7. To assist in tasks or projects that will improve the efficiency of the programme and wider delivery.
8. To assist in the updating and maintenance of Internal Process manuals and literature pertaining to the programme.
9. To monitor and respond to designated JETS inboxes.
10. To monitor and record contract related spend on a monthly basis and providing up to date information to the Operational Management Team.

## Other

1. To undertake any further training as identified in the Shaw Trust Group 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 or omissions whilst at work. Employees are also required to cooperate 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 cooperation 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 an Equality and Diversity 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. Be aware of, promote and implement Shaw Trust's Quality, Compliance and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

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.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: System and MI Officer</b></p> <p align="center">(E=Essential D=Desirable)</p>
<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Relevant data analysis and reporting experience (E)</li> <li>• Relevant previous administrative experience (E)</li> <li>• Experienced in minute taking (E)</li> <li>• Experienced in collating and interpreting data (E)</li> <li>• Understanding of data protection and information security (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Data analysis skills (E)</li> <li>• Excellent report writing skills (E)</li> <li>• Ability to provide an efficient administrative service. (E)</li> <li>• Good organisational, time management and administrative skills. (E)</li> <li>• Excellent IT skills with ability to understand new systems. (E)</li> <li>• Flexible approach and an ability to cope with the varying demands of the role. (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills. (E)</li> <li>• Ability to use initiative when required and take a problem solving approach to work tasks (E)</li> <li>• Ability to work well as part of a team and independently when required (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)</li> <li>• This post requires a Disclosure and Barring Service Check at a Basic level (E)</li> </ul>

## Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Awareness of Health & Safety issues. (D)
- Awareness of disability issues. (D)