

Data Administrator

(Salary as advertised)

Barking and Dagenham

37.5 hours per week

Permanent

1. Main purpose of the role

The post holder will be integral to ensuring a high-quality service for young people and their parents and carers accessing the Subwise service in Barking and Dagenham.

The post holder will be required to input and provide data/information reporting, data analysis and administrative support services to the WDP Subwise service. The post holder will contribute to the creation of an outcome-focused culture. In addition, the post holder will be expected to participate in a learning culture that consciously celebrates and engages with diversity.

The post holder will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved and will be required to record and input client data and information in order that the service operates within contractual, administrative and financial requirements.

The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to:** Young People's Manager



Working relationships:

- ▶ Service Users
- ▶ Peer Mentors
- ▶ Young People’s Manager
- ▶ Parents and Carers
- ▶ All other internal and external stakeholders



3. Role-specific responsibilities

3.1 To deliver value by:

- ▶ Providing the service’s data and administration key activities, e.g. data collection.
- ▶ Auditing of the service’s statistics and database records to provide comprehensive information to meet the requirements of management and staff and to enhance their understanding of service performance.
- ▶ Directly reporting to the Young People’s (YP) Manager, providing all requested information that may be required to manage the service, and to identify and introduce new procedures and systems to improve the reliability of provision of management of information within the service.
- ▶ Assisting the YP Manager and team in promoting positive relationships with external data users and partner agencies and funders.
- ▶ Using data management processes effectively to meet ever changing requirements. Often working to specific, sometimes tight deadlines.
- ▶ Being responsible for the production and timely delivery of statistics and data to commissioners and WDP managers as and when required, working to the highest standard of accuracy and efficiency at all times.
- ▶ Providing training to colleagues on the effective and efficient use of data systems, ensuring all staff are fully competent and following prescribed procedures for all areas of data inputting.
- ▶ Meeting with the Young People’s Manager regularly to increase management and staff knowledge of the services overall and individual team’s performance.

3.2 To ensure safety by:

	<ul style="list-style-type: none"> ▶ Recording all documentation, data and administration to a high standard and within required time frames. ▶ Supporting information sharing and shared processes between organisations to affect a safe, seamless and successful treatment journey. ▶ Working collaboratively and proactively with peers to ensure that services are fully co-ordinated and risk and safeguarding concerns are appropriately highlighted, monitored and actioned.
3.3	<p>To increase effectiveness by:</p> <ul style="list-style-type: none"> ▶ Actively engaging in opportunities for learning and development at an individual and team level, including attendance at all statutory and mandatory training. ▶ Working to operational management systems of supervision, appraisal and induction. ▶ Working collaboratively, creatively and flexibly to develop recovery outcomes across the partnership. ▶ Working to data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information.
3.4	<p>To enhance service user experience by:</p> <ul style="list-style-type: none"> ▶ Contributing to the continuous improvement of quality and performance of all user interactions. ▶ Presenting a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of the service. ▶ Ensuring that all visitors to the service (including service users, families/carers, professionals and the general public) are welcomed in a responsive, helpful, and professional manner. ▶ Ensuring service users' and professionals' experience of the service is positive. ▶ Challenging and reporting inappropriate behaviour by staff, volunteers or service users.
3.5	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures ▶ To actively engage in supervision and all training appropriate to their role

4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>

5. Your commitment to WDP

5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p>

	Observing professional integrity in relationships with service users, peers and other relevant professionals.
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification

E/D Measured by

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1.	Education, knowledge and experience	E/D	Measured by
1.1	Excellent understanding of data collection, management and analysis.	E	A/I
1.2	Willingness and ability to complete required professional training and qualifications where appropriate.	E	A/I
1.3	Experience of managing processes for purchasing, invoicing and petty cash.	E	A/I

1.5	Experience of managing health and safety and related premises management, including carrying out timely and effective risk assessments, and completing and supervising remedial action plans	E	A/I
1.6	Experience and working knowledge of Microsoft packages, specifically Word and Excel.	E	A/I
1.7	Experience of using content management systems, e.g. Nebula, Theseus, Bomic, etc.	D	A/I
2.	Abilities and skills		
2.1	Accomplished written and verbal communication skills. The ability to work to deadlines for the submission of information e.g. reports	E	A/I
2.2	Ability to support the collation, submission and analysis of statistical data and information that ensures the service operates within contractual requirements and enables timely and accurate reporting to all external and internal stakeholders.	E	A/I
2.3	Ability to administrate petty cash management, ordering of supplies, invoicing, and telephone duties, to ensure that service users consistently receive high quality services.	E	A/I
2.4	Excellent time management skills, ability to work on own initiative, prioritising accordingly.	E	A/I
2.5	Excellent team working and interpersonal skills including the ability to train and support WDP Subwise staff to accurately record and submit data and reports as required, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	A/I
2.6	Ability to manage change successfully in a way that prioritises the needs of service users.	E	A/I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I

3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4.	Equality, diversity, vision, mission and values		
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I
4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
5.	Circumstances		
5.1	Able to travel as required for the role and attend meetings and other activities.	E	A/I
5.2	A flexible approach to workload.	E	A/I
			Authors
	Version number	Date	Initials
	1.0	20/03/2018	TP KB HM