

Empowering people experiencing multiple barriers to achieve positive change.

Job Description

**Title of post:** Data Administrator

**Location:** Bridge premises located in and around Bradford City Centre

**Responsible to:** Deputy Director (Supported Housing Lead) **Salary Scale:** SCP 11 - £25,920

**Hours of Work:** 37.5 per week over 5 days

**Contract:** Fixed term contract until 31 March 2025, continuation dependant on funding)

# Role purpose:

The postholder will ensure the accurate and timely collection, inputting, quality audit and reporting of data to the relevant Service Record Systems for the drug and alcohol housing programme. You will support system users in relation to data security and administration functions and assist the Deputy Director with other day to day administrative tasks.

# Main Duties and Responsibilities

Data Administration

* To ensure accurate and timely processing of all data relating to the management of the Bradford drug and alcohol housing programme.
* To collate, validate and input into the Service Record Systems all information required for the programme.
* To maintain and audit a high level of data quality and completeness across all systems.
* To liaise with internal and external stakeholders about issues with data quality and completeness as required.
* To handle data enquiries from system users promptly and efficiently, ensuring tasks are delivered against performance standards.
* To undertake a variety of data administration tasks to a high level of accuracy, providing excellent customer service and in accordance with Bridge regulations and procedures.
* To liaise with system users about the on-going functionality of data capture systems and collate findings for the Deputy Director.
* To provide guidance and instructions to system users on the use of the Service Record Systems.
* To produce reports as directed for key internal and external stakeholders.

General

* The postholder must be able to relate to the ethos, aims and objectives of Bridge.
* To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of the Bridge Project.
* To ensure that all visitors to the service are welcomed in a responsive, helpful and professional manner.
* To attend meetings at appointed times and meet deadlines.
* To work within professional boundaries maintaining safety and appropriate confidentiality at all times.
* To demonstrate commitment to Bridge’s Mission, Vision and Values.
* To comply with all published Bridge policies and procedures.
* To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.

The job description will be reviewed regularly and may be subject to change.

**Person Specification**

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| **Essential** | **Desirable** |
| **Experience and qualifications** | |
| Experience of inputting and extracting confidential data within case management/management information  systems | Experience of providing administrative support within a housing setting |
| Relevant GDPR training | Relevant qualification/training including (but not limited to) IT, business administration, and  customer service |
| Experience of assisting in the collection of data for  performance reporting | Experience of working within NHS/ Social Care  Information Governance (IG) Framework |
| Experience of analysing and resolving data exceptions |  |
| **Skills and knowledge** | |
| Comprehensive working knowledge of Microsoft Office packages, (including the use of conditional formatting and  formulas in Microsoft Excel) | Power BI Experience |
| Able to take minutes | Knowledge of SystmOne |
| Ability to develop and maintain communication with people about difficult matters and/or in difficult  situations |  |
| Ability to provide feedback about errors or mistakes to  colleagues in a positive and appropriate manner |  |
| Ability to gather, analyse and report data and information  for a variety of audiences |  |
| Able to quickly and accurately transpose information from  one format to another |  |
| Demonstrate a solution focussed attitude |  |
| Ability to organise knowledge and information resources  and provide information to meet needs |  |
| Able to maintain an appropriate, professional and  welcoming manner both face to face and over the telephone |  |
| Ability to appropriately advise service users and visitors  based on presentation of need |  |
| Ability to prioritise own workload to meet strict deadlines |  |
| **Other** | |
| Demonstrate an empathy with Bridge’s aims and  objectives |  |
| Demonstrate a pro-active attitude towards the completion of tasks, and the maintenance and continuous  improvement of service delivery standards |  |
| Ability to monitor and maintain health, safety and security  of self and others |  |
| Willingness to attend meetings on behalf of Bridge |  |
| Demonstrable experience of working flexibility, positively  and cooperatively within a team |  |
| Willingness to keep abreast of relevant professional  developments and to undertake training for the post |  |
| Understanding of the implications of the framework of Equal Opportunities and recognise the value of diversity in  the workplace |  |
| The postholder must adhere to Bridge’s policies/ |  |

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| Guidelines in force in the organisation |  |
| The post holder is expected to be flexible with regards to working hours in order to meet the requirements of the  post |  |
| Willingness to contribute to the training and development  of others |  |
| Willingness to work within a performance managed environment and contribute to incident and performance  reporting, lessons learnt and quality improvement |  |
| Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively participate in own  professional /personal development |  |
| Willing to travel in order to fulfil the requirements of the  post |  |
| Conform to standards of professional dress |  |