

**Data Administrator**

Job pack

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| **Want to chat about this role?**If you want to chat about the role further, you can email jobs@arunchichestercab.org.uk  |

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| **Our values****We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.****We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively. |
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 **The purpose of the role**

The role aims to ensure the data we capture within our systems is accurate and consistent, so we can show the true impact of our work. Support is also needed within our UK Power Networks project to ensure feedback is dealt with in a timely manner and any data is recorded in line with guidance. This role does not involve working with clients directly or public speaking and would suit someone who is comfortable working independently with large quantities of data.

 **Role profile**

**Key Duties/Accountabilities**

* Download reports from our case management data to identify gaps, inaccuracies and trends
* Amend inaccuracies or gaps in data
* Send and respond to email (Outlook)
* Present findings in a variety of formats, such as Flourish, PowerPoint or any other relevant software
* Communicate with the national team on reporting needs to build bespoke reports
* Contribute to the development of our artificial intelligence projects
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Any other relevant administrative and support duties required to ensure the smooth running of the service
* Ensure that work undertaken reflects and supports the Citizens Advice service’s equality and diversity strategy

**POLICIES OF CITIZENS ADVICE**

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.

 **Person specification**

•Ability to commit to and work within the aims, principles and policies of the Citizens Advice service

• Ability to plan and organise own work to meet deadlines under pressure

•Ability to work on own initiative

• Ability to produce clear and accurate reports in a variety of formats

• Ability to use IT packages, including word processing / spreadsheet / database packages, and the ability to use email and to maintain an electronic diary

•Ability to research, analyse and interpret information

**What we give our staff**

* Workplace pension available
* Employee Assistance Programme
* Commitment to continued professional development
* Supportive and flexible employer
* An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community