

# Job Description

**Data Administrator and Project Support**

**Salary:** £25,662 (Pro rata for part-time staff. £14.10ph)

**Hours:** 18 hours per week

**Contract**: Permanent

**Location:** Fully office-based. Harrow Lodge House, Hornchurch Road, RM11 1JU

**Responsible to:** Operations Manager/Senior Management Team

**Liaise with:** Mind in Havering, Barking and Dagenham staff and volunteers, statutory agencies; voluntary sector organisations, client, carers and members of the public

**Accountable to:** CEO and Management Committee

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# About Mind in Havering, Barking & Dagenham:

We are a local, registered charity affiliated with National Mind. The organisation supports those with mental health issues in Havering, Barking & Dagenham towards recovery and leading a better life.

# Overview:

The Data Administrator and Project Support role plays a vital role in ensuring the accurate recording, monitoring and reporting of all the Services we deliver across Havering and Barking & Dagenham. You’ll work closely with each Project and individuals to manage the necessary data required. You’ll also be the first point of contact/critical link between our CRM provider and the organisation, providing trouble shooting, training and guidance on Substance Views (CRM) to facilitate the reporting of our programmes and services.

You will contribute to the smooth operation of the office, and provide exceptional front desk support by managing admin tasks, welcoming visitors, clients and stakeholders, supporting the organisation in its daily operations, and providing support to the Senior Management team as required.

# Key Responsibilities:

**Data Management:** Be trained as a Substance Views (CRM) Super User. Be the Substance-Views (CRM) and Teams support lead within the organisation, and take initiative to further develop our existing project performance reporting systems.

Maintain databases and records, retention and archiving, ensuring accuracy and evaluation of client information and confidentiality on Views and MS Teams. Provide training and support to develop the skills of the Project workers.

Compile and generate reports as needed for internal use, Funders and national Mind; extracting pertinent information for analysis and decision-making purposes.

Develop and produce regular monitoring and reporting information in line with the service requirements and other reports as required by CEO and colleagues.

Ensure that all procedures relating to project data monitoring and administration are consistently communicated to Project staff, and delivered through training for colleagues, with support provided where needed.

**Documentation and Reporting:** Assist in the creation, editing, and distribution of documents, presentations, and reports related to service delivery. Ensure all documentation complies with the Mind Quality Mark (MQM). This is a set of standards covering all areas of local Minds activity.

**Collaboration and Communication:** Foster positive working relationships with internal teams, external partners, and stakeholders. Communicate effectively to ensure alignment on data processes and reporting deadlines. Manage and maintain a stakeholder database.

**Administrative Support:** Provide comprehensive administrative assistance to the project teams, including assisting with schedules, managing correspondence, and maintaining accurate client and volunteer records on Views when needed. Maintain inventory of office supplies and equipment relating to Projects and Services. Collaborate with the Office Coordinator to ensure office equipment, such as printers, franking machine, and phones are in working order, and assist in maintaining and organising office supplies, documents, and records. Liaise with vendors and service providers to arrange repairs and maintenance as requested.

**Event Coordination:** Support Project Staff with the planning and execution of events and workshops. Assist in logistics, scheduling, and communication with participants and stakeholders.

**Front Desk Reception:** Greet visitors, clients, and stakeholders in a friendly and professional manner.Respond to inquiries or provide information**.** Complete the Referral Form with prospective clients visiting the office**.**

**General:** Attend regular supervision meetings with the Line Manager. Undertake training as required for the post and keep up to date with developments. Attend staff meetings and complete action points.

# Knowledge, Skills & Abilities

* Excellent IT and technically proficient
* Excellent data management skills and adaptability
* MS Suite and MS Teams super user
* Excellent ability to maintain efficient office and filing systems and to improve existing

or develop new administrative systems and processes.

* Proficiency in using office software and database tools
* Engaging and empathetic communication skills via telephone/email/written

reports with clients and members of the public as well as with staff and other external contacts

* Collaborate effectively within a team and manage multiple tasks while working in a largely remote setting
* Ability to work with a minimum of supervision, take initiative, troubleshoot and find

solutions to problems.

* Prioritise and organise work effectively to meet priorities and deadlines
* Proactive self-starter essential
* Ability to accurately record data

# Location:

The post holder will be fully office-based at our Hornchurch office.

**All Job Descriptions are subject to periodic review**

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.