

Person Specification

Data Administrator and Project Support

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| **Experience and Qualifications** |
| * Excellent IT, digital, and technically proficient |
| * Relevant & evidenced experience of working in a similar role with people using shared data systems |
| * Creative thinking and problem-solving |
| * Ability to work independently, with strong attention to detail |
| * Excellent communication skills (written and verbal) and patience and understanding |
| * Experience in using CRM systems to create regular and bespoke reports and dashboards (Havering Mind uses Substance-Views CRM and Star-online outcomes tool) |

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| **Essential Qualities** |
| * Ability to reflect, learn on the job, adapt, and make changes |
| * Ability to work unsupervised, set own priorities and take initiative |
| * Ability to work creatively with others within the local context |
| * Ability to work within a team |
| * A friendly and professional telephone manner |
| * Ability to manage administration and evaluation procedures using computerised systems, producing quality reports for funders and Organisation |
| * Ability to maintain professional boundaries |
| * Ability to work under pressure in a busy working environment |
| * Understanding of and commitment to equal opportunities, anti-racist and anti-discriminatory practices |

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| **Knowledge** |
| * A clear understanding of the issues around GDPR & Data Protection, Safeguarding, Confidentiality and information sharing |

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| **Desirable Qualities** |
| * At least 1 years’ experience in a similar role |
| * Willingness to work unsocial hours on occasion |
| * Experience of collecting analytics and data on web and social media stats |