

Person Specification

Data Administrator and Project Support

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| **Experience and Qualifications**  |
| * Excellent IT, digital, and technically proficient
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| * Relevant & evidenced experience of working in a similar role with people using shared data systems
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| * Creative thinking and problem-solving
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| * Ability to work independently, with strong attention to detail
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| * Excellent communication skills (written and verbal) and patience and understanding
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| * 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
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| * Ability to work unsupervised, set own priorities and take initiative
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| * Ability to work creatively with others within the local context
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| * Ability to work within a team
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| * A friendly and professional telephone manner
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| * Ability to manage administration and evaluation procedures using computerised systems, producing quality reports for funders and Organisation
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| * Ability to maintain professional boundaries
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| * Ability to work under pressure in a busy working environment
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| * 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
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| * Willingness to work unsocial hours on occasion
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| * Experience of collecting analytics and data on web and social media stats
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