



Job Description

Job Title:	Data Administrator
Service:	
Base:	
Reports to:	
<p>Purpose of role:</p> <p>The post-holder will be required to provide administrative support to the service and provide accurate and timely data in line with Change Grow Live, Public Health and NDTMS requirements.</p> <p>You will be an integral member of a multi-disciplinary team.</p> <p>The two primary functions of the role are:</p> <p>1) To support the collation and submission of statistical data and information that ensures the service operates within contractual requirements and enables timely and accurate reporting to all external and internal stakeholders. The post holder will be responsible for maintaining and updating local and central databases and provide timely and accurate data and information for all external and internal stakeholders. The post holder will be expected to record data and information in order that the service operates within contractual, administrative and financial requirements.</p> <p>2) To administrate petty cash management, ordering of supplies, invoicing, telephone, and reception duties, building management, support of telecommunication and IT systems to ensure that substance users consistently receive high quality services.</p> <p>You will be required to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision.</p> <p>You will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.</p>	

Key Activities:

- Work closely with the Management Team to ensure that the administration, IT, and telecommunication systems operate in an effective and efficient manner.

- Develop and nurture sound relationships with both Change Grow Live Business Support and external office and equipment suppliers.
- To provide advice, information and reports clearly and concisely via the most appropriate channel (e.g. verbally, in writing, telephone, e-mail etc. whilst being sensitive to the needs of the audience e.g. service user, professional).
- Maintain accurate and comprehensive records/data collection on clients, as required by NDTMS, Public Health and Change Grow Live performance frameworks and reporting requirements
- Attend relevant meetings and forums as requested.
- Manage an electronic filing system to ensure that client data and information are kept in an orderly and accessible manner (CRIS or equivalent system).
- Assist in the development, servicing, and maintenance of client electronic database.
- Processing of correspondence/data entry as required.
- Support the Team Leaders and Data Co-ordinator to collate and submit monthly/quarterly data and information reports.
- Ensure that telephone calls from outside agencies, clients and Change Grow Live staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.
- Distribute incoming/outgoing post and faxes.
- Maintain adequate stationary stocks within the office.
- Maintain petty cash systems.
- Manage an effective filing system to ensure that all documents are kept in an orderly manner.
- Assist in the servicing and maintenance of IT and telecommunication systems and all other office equipment (e.g. fax machine, photocopier).
- Photocopying as required, collating, laminating, and binding of report documents when necessary.
- Share information sensitively within the terms of information sharing protocols with a range of agencies when necessary in line with Change Grow Live policies and contractual requirements.
- To contribute to the monitoring and evaluation of the service offered to clients and actively involve, engage, and consult with service users regarding on-going service developments.

General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, training and supervision processes.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Ensure the implementation of all CGL policies.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.

Person Specification

- Knowledge and experience of general office procedure and administrative duties.
- Experience of working as part of a multi-disciplinary team.
- IT literacy including proficiency in data collection systems (e.g. NDTMS, Public Health)
- Expertise in working with WORD, EXCEL, and ACCESS IT packages.
- Experience of maintaining data bases and other data management systems.
- Experience of developing data processes and systems.
- Excellent interpersonal skills.
- Excellent organisational skills.
- Experience of generating prescriptions from a database facility.
- Sound numerical skills.
- Develop understanding of data base systems.
- Provide training on data management systems.

Desirable criteria:

- Qualification in IT/Microsoft Office applications especially EXCEL or WORD.
- Working knowledge of Databases.
- Knowledge of local services and geography.

This post is subject to a DBS check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.