

Job Description

Data and Reporting Assistant

Hours of work: Up to 60 hours per month (flexible based on service needs and peak reporting periods)

Salary: 13.15 per hour

Location: Home – contract is home-based with occasional office attendance required.

Job Purpose

To undertake data analyses and prepare performance reports in relation to the services provided by Age UK Norfolk to people in later life and be a knowledgeable source of expertise and support on the Charity's Customer Relationship Management (CRM) system and processes for both staff and volunteers. This is an important key role, reporting to the Assistant Manager (Companionship) and supporting both the Heads of service – Information & Advice and Community & Wellbeing Services.

1. Main Duties and Responsibilities

1.1. Provide data analytical and performance reporting support for all services provided by Age UK Norfolk to people in later life.

1.2. Development and maintain the Customer Relationship Management (CRM) systems and resources, including service user records, volunteer records etc.

1.3. Undertake performance reporting, monitoring and evaluation requirements for services in accordance with requirements set out in contracts or by external funders and partner organisations as directed. This includes collecting and collating monthly and quarterly statistics and monitoring and evaluation information, responding to any enquiries and prepare any necessary reports.

1.4. Prioritise and work to tight deadlines, adapting quickly to shifting priorities to ensure key reporting deliverables are completed on time and to a high standard.

1.5. Work closely with all staff and volunteers within services to maintain good working relationships and to give context to the data upon which reports are being constructed.

Job Description

Data and Reporting Assistant

1.6. Provide support and advice to staff and volunteers on the recording of data to support performance reporting as necessary.

1.7. Report concerns to the appropriate Head of Service where any anomalies or significant variations are identified in monitoring reports.

1.8. Provide performance data to the Head of Fundraising & Communications to assist with any funding opportunities as required.

1.9. Complete greetings cards, weekly quizzes, letters and any additional information for service users who have received services from the Charity.

1.10. Schedule meetings, take and distribute minutes as required for both internal and external performance management meetings including partnership meetings such as the Norfolk Advocacy Partnership (NAP).

1.11. To maintain accurate records and data within the CRM database.

1.2. To comply with all privacy and confidentiality requirements and General Data Protection Regulations (GDPR) when handling service user sensitive data.

2. Other duties

2.1. To undertake other duties that are consistent with the duties and responsibilities of the post.



Job Description

Data and Reporting Assistant

3.General

3.1.Work according to the ethos, values, and behaviours of Age UK Norfolk.

3.2.To act as an ambassador for Age UK Norfolk.

3.3.To participate in the appraisal scheme and undertake training appropriate to the development of your job role and in line with the organisation's statutory obligations.

3.4.To work to the agreed standards and policies of the organisation including public relations; equal opportunities; confidentiality; complaints procedure; personnel and financial procedures.

3.5.To work as part of the wider organisation in a collaborative way to share best practice.

This job description may change from time to time according to the needs of the organisation.

Person Specification

	Essential	Desirable
Qualifications		
Good basic level of Education in English and Maths	x	

Person Specification

	Essential	Desirable
Knowledge and Experience		
Experienced in using Excel for large-scale data manipulation and performance tracking	x	
Experience of using Microsoft packages	x	
Experience of working with a CRM database	x	
Experience in working to deadlines	x	
A good understanding of the needs and issues affecting Older People from a wide range of backgrounds and communities.		x
Experience of working as a volunteer or with volunteers		x
Experience of taking team meeting minutes		x

Person Specification continued on next page

	Essential	Desirable
Skills and Abilities		
Strong time management and prioritisation skills	x	
Excellent written and verbal communication skills	x	
Excellent interpersonal skills	x	
Ability to listen and interpret information	x	
Well organised and efficient	x	
Personal Qualities		
Approachable and friendly	x	
Understanding of a commitment to equality of opportunity	x	
Team focused approach	x	
Self-motivated and flexible	x	
Committed to continuously improving service delivery	x	

Thank you for your interest in this role and taking the time to read the description.

How to apply

To apply for this role, please complete the application form on our [website](https://www.ageuknorfolk.org.uk) and email it to humanresources@ageuknorfolk.org.uk.



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