

Job Description

IT Systems & Data Insight Assistant

Responsible to: IT Systems & Data Insight Manager

Brief overview of the role:

The role is primarily to support the IT Systems and Data Insight Officer in the collection, processing and analysis of a range of data to support the organisation's strategic and operational responsibilities. To support the production of reports and the maintenance of our Customer Relationship Management system. It will also be to assist in the maintenance and running of our IT systems through basic First-Line IT support

Main duties:

1. To have a good working knowledge of database systems including Microsoft Excel
2. To assist in the maintenance and development of our core Customer Relationship Management system (CRM)
3. To assist with First-Line IT support issues where appropriate, including daily monitoring and triage of the IT Support mailbox
4. To assist the IT Systems and Data Insight Officer with basic administration of Office365, SharePoint and Azure AD, including Starters & Leavers, Mailbox & Password creation and updating Distribution Groups and shared mailboxes
5. To be responsible for the regular maintenance of information including data entry, updating and merging records
6. To be responsible for carrying out key data protection tasks, such as large-scale data destruction as required
7. To ensure that changes to data collection and management systems are clearly communicated to staff and volunteers
8. To support all staff to input client and project data correctly and in a timely fashion onto the CRM
9. To support the maintenance and development of our non client-based database; the AGEUKWSBH Resource Centre
10. To assist the IT Systems and Data Insight Officer to design and develop methodologies / systems to collect, maintain, manipulate and present data & information. To contribute to the policies and guidance for managing data across the organisation
11. To assist with analysing reports created from our database systems on a regular basis. These reports will include internal reports for business development and external reports for our partners and funders

Governance:

- Commitment to AGEUKWSBH's vision, mission and values
- Understanding of, and adherence to the organisational Code of Conduct, supporting positive change across the charity
- To adhere to all health and safety, and legal requirements in line with AGEUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance
- To ensure data and administrative processes are adhered to in line with AGEUKWSBH policies and the Data Protection Act 2018
- To attend/undertake relevant and mandatory training as required
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk
- To help deliver the objectives as set out in the organisational strategic plan
- To adhere to all other organisational policies and procedures

Key contacts and relationships:

Internally the post holder will work closely with the IT Team and the Finance Team. Also, Service Managers and colleagues across the wider organisation. Externally, to occasionally contact our external IT Support company

Equality, diversity and inclusion:

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation

Scope of job description:

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder

Person Specification – IT Systems Data Insight Assistant

| Experience | Essential | Desirable |
|---|------------------|------------------|
| Sound experience of using data management systems such as Microsoft Excel | √ | |
| Experience of, or willingness to learn how to handle large amounts of data and to produce high quality reports to inform business decision-making | √ | |
| Experience of excellent customer service | √ | |
| Knowledge / Qualifications | | |
| A very good understanding and commitment to confidentiality and data protection legislation | √ | |
| A very good knowledge of Microsoft Office products and Microsoft Windows | √ | |
| A good knowledge of Customer Relationship Management Systems | | √ |
| A basic knowledge of using Microsoft Forms and Power Apps | | √ |
| Skills | | |
| Excellent analytical skills with the ability to research and analyse data from a variety of sources | √ | |
| Ability to prioritise workload due to conflicting priorities and work in a highly flexible manner | √ | |
| Sound problem-solving skills with the ability to diagnose issues and find suitable solutions | √ | |
| Ability to work as part of an effective team and also on your own | √ | |
| Excellent verbal and written communication skills | √ | |
| Ability to interact with all levels of staff in a clear and professional manner | √ | |
| Ability to present analysis and findings clearly, concisely, and accurately to a range of audiences in ways that promote understanding | √ | |
| Other requirements | | |
| Ability to travel as required to other AGEUKWSBH sites | √ | |
| A basic understanding of sustainability to help deliver effective and focused services that also minimise environmental impact | √ | |