

Job Title: Data Administrator

Grade: Band C

Reports to: Business Insight Lead

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong administrative skills, commercial awareness and the ability to deliver excellent customer service.

To support the Business Insight Team in the provision of a smooth and efficient service to ECL stakeholders (both internal and external), and to provide general administrative support for the team itself.

Job purpose

To assist the Business Insight team in providing an outstanding service to both internal and external stakeholders by assisting with running of and distribution of reports. Timekeeping and attention to detail will play a vital part in the success of the role.

Key Accountabilities

- To understand and reflect the values of the organisation and to act with professionalism and integrity at all times.
- To have good communication skills, both written and verbal and be able to work with colleagues at different levels both within the organisation and with stakeholders and commissioners.
- To work flexibly and collaboratively across team structures in order to support the business to achieve its objectives.
- To be able to work under pressure and have the ability to prioritise workload.
- To be able to think creatively, using initiative and challenging the norms whenever necessary, to ensure continuous organisational improvement.
- To have an understanding and awareness of the need for confidentiality and discretion when working within corporate services.
- To have an understanding of risk management within an office environment; particularly with regard to Information Governance, Health and Safety and Business Continuity.

Duties and Responsibilities

- To assist the other members of the BI team with administrative tasks.

- To handle confidential information sensitively and collate and distribute information, as required. To be aware of and follow closely the ECL Confidentiality Policy and the General Data Protection Regulations.
- Run, check and distribute business as usual (BAU) reports in a timely manner and with high accuracy.
- Peer-assess reports created within the team, helping to write how-to guides and reviewing from a user-experience perspective.
- To assist the Business Insight Lead with coordinating meetings including notetaking.
- To be responsible for general office Health & Safety – reporting incidents, checking fridge temperatures etc.
- To develop and maintain a sound knowledge and understanding of key issues affecting ECL.
- Complete ad-hoc pieces of analysis for stakeholders.
- Act as first line in the ticketing system for requests coming in to the BI team, distributing and assigning them as is required.
- Other duties as required within the remit of this role.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

- Excellent verbal and written communication skills.
- Confident MS Outlook, Word and PowerPoint user.
- Advanced proficiency with Microsoft Excel.
- Highly organised and ability to pay close attention to detail.
- Proactive and with exceptional time management skills to effectively prioritise workload.
- Able to demonstrate use of initiative.
- Ability to work well under pressure, within a fast-paced environment and as part of a team.

Education and qualification

- GCSE/Level 3 or equivalent qualification in English and Math.

Skills and Experience

- Previous administrative experience at a similar level.

Values and Behaviours

- Ability to demonstrate, understand and apply ECL Values (see below) and be able to evidence these attitudes and behaviours.

