

Data & Administration Officer

LOCATION:	Derby
RESPONSIBLE TO:	Head of Operations
HOURS:	30 hours per week (can be worked flexibly)
SALARY:	£23,725-£28,865 pro rata (dependent on experience)
CONTRACT:	Permanent



Empowering refugees to thrive as they rebuild their lives.

Upbeat Communities deliver services to welcome refugees and support them to settle and rebuild their lives in the UK. We are looking for an Administrator to support the team.

About You.

Do you **love data and technology**, and are confident using multiple online platforms and systems? Are you an **excellent planner**, with a **high attention to detail**? Are you able to **work to tight deadlines**, whilst being comfortable with change and flexibility? Do you have good **teamwork, communication and interpersonal skills**, with the ability to interact with people from diverse backgrounds?

Purpose of the role:

- To be the first point of call for IT, data and facilities processes.
- To provide administrative support across the organisation.

About us.

Upbeat Communities exists to help refugees settle and rebuild their lives in the UK. One of the best resources a refugee can have to help them settle in their new home is a good social network. With this aim, we want to help connect refugees into community. Our name reflects our vision to see thriving communities where refugees can make a positive contribution.

Our organisational values, lived out by our staff and volunteers, are:

We work to **WELCOME**. We create **COMMUNITY**. We are inspired to act with **INTEGRITY**. We exist to **EMPOWER**. We are committed to **CREATIVITY**. We run on **RELATIONSHIPS**. We are proud to be **PROFESSIONAL**. We have **COMPASSION** at our core.

Upbeat Communities' Christian ethos was the driving force behind the charity's formation and is the basis for the values. Many of our team are Christians but we are eager to build a team that is representative of the diverse nationalities, faiths, and life experiences of the communities we work with.

Main duties and responsibilities:

IT

- Ensure all staff have IT equipment from their first day of work, ensuring that they are able to access the IT support they need with minimal interruption to daily tasks.
- Keep a record of all IT equipment, key information and renewals due.
- Be the first point of contact for IT provider, leading on Cyber essentials & annual IT audit.
- Lead on the implementation of strategic IT goals.
- Support the Continuous Improvement Officer to find new ways of working and ensure we stay up to date with emerging IT trends.

Data

- Maintain **organisational databases**, ensuring all data is accurate, meaningful, and compliant with the requirements of current and potential funders, as well as Upbeat's policies and procedures for data.
- Liaise with Data consultants to manage workflow of data requests.
- **Present data** in a useful manner for stakeholders.
- Play a key role in the organisation around **GDPR and Data Protection**.
- Be **responsible for the confidential maintenance of service user records** and other relevant documents in line with Data Protection legislation (e.g. data protection impact assessments).

Facilities

- Support with office management processes (ordering stationery and equipment).
- Support in the efficient use of premises (organise key holder rota, complete regular checklists).
- Support with risk management and Health and Safety compliance (risk assessments, checklists, PAT checks).

Administration

- Provide **administrative support** to the charity's projects (topping up payment cards, phone lines, donation admin).
- Assist with organising and monitoring staff training.
- Assist with the review and writing of policies and the staff handbook.
- Assist with process mapping across the organisation.

Other

- Make an **active contribution to the overall work** of Upbeat Communities through team meetings, staff training, awareness and fundraising events, and any other appropriate activities.
- Be committed to, and work in accordance with **Upbeat Communities' values** and ethos, as well as adhering to all organisational policies and procedures.
- **Participate in relevant networks and forums** to assist in the work of this role as part of individual and professional development.

Person Specification:

We are looking for exceptional candidates who can demonstrate the following experience and skills. Please make sure you evidence each of these areas when you apply.

Experience

- Experience of supporting IT systems.
- Experience maintaining & improving an organisations Cyber Security position.
- Experience using data for reports and presentations.
- Experience of using a range of online platforms for managing data and information.
- Experience of using Microsoft Office, (Outlook, Word, Excel).
- Experience of office / resource management.

Skills & Attributes

- Excellent spoken and written English, with the ability to communicate to participants and external agencies.
- Excellent administrative ability, well organised and reliable.
- Excellent IT skills.
- Confident in managing and interpreting data.
- Ability to plan and manage your own workload.
- A team player with a helpful attitude and a positive disposition.
- Ability to communicate clearly and professionally to a range of stakeholders.
- Good problem-solving skills.
- Ability to work well on your own initiative and as part of a team.
- Understanding of the need to always maintain confidentiality.
- Commitment to some evening and weekend work.
- Commitment to actively demonstrate and participate in Upbeat Communities' ethos and values.

What we offer as an Employer

- 25 days holiday plus 8 Bank Holidays for full time staff (pro rata for part time staff).
- Flexible working to promote a good work / life balance.
- Opportunities for continued training and development.
- Competitive pension scheme.
- Annual team retreat to recharge, re-envision and build relationships across the team.
- Regular support and supervision.

All applicants need to submit their CV and a cover letter outlining their suitability for the role.

As part of the recruitment and selection process Upbeat Communities will take up two references. The post holder will be required to undertake an enhanced DBS check.

The closing date for applications for this role is 5pm on Thursday 2nd May.