## Job Description
## Data Administrator (PT 16 Hours PW)

**Post Title:**        Data Administrator

**Responsible To:**    Performance & Privacy Advisor

Key Responsibilities

- To support with the collection and verification of performance information, including but not limited to: key performance indicators (KPIs), the supported services' quarterly workbooks, and resident & stakeholder surveys.
- To support with the collection and analysis of risk management, regulatory and compliance data, including but not limited to: Consumer Standards, Equality Diversity & Inclusion (EDI) reporting, health & safety compliance, annual Tenancy Satisfaction Measures (TSM), the Housing Ombudsman's Complaints Handling Code requirements, and data protection compliance.
- To support with the production of monthly, quarterly & annual reports on key performance and compliance areas, and in so doing to support PRHA's internal assurance processes.
- To support with the reporting processes for internal (SLT, Board etc.) and external (stakeholders, commissioners etc.) audiences.
- To support the work of the Performance & Compliance team in improving and maintaining data quality within PRHA's various databases and network.
- To provide support as needed with Data Subject Access Requests, as directed by the Performance & Privacy Advisor.

### Purpose of the Job
As part of the Performance & Compliance Team:

- To assist with PRHA's internal assurance & auditing processes.
- To work with the Reporting & Performance Coordinator to ensure the quality of data held on PRHA's information systems.
- To produce accurate & meaningful information and reports to timescale on key performance & compliance areas.
- To support the effective use of the organisational databases, and to produce reports for service managers, SLT and the Board as needed.

**Job Activities**

1. In conjunction with PRHA's Performance & Reporting Coordinator, to coordinate, input & verify information on the database and other systems to allow for the production of accurate performance reporting. To liaise directly with managers around gaps in data / data quality issues as needed.

2. To support the Performance & Compliance Team with the timely and accurate production of corporate, regulatory and statistical returns including (but not limited to): quarterly & annual performance returns to commissioners ("workbooks"); annual regulatory and compliance returns; EDI reporting; annual satisfaction surveys; and any ad hoc returns or information requested by charitable funders, commissioners / local authority bodies etc. as required.

3. To support the work of the Performance & Compliance Team by assisting in the production of evidence based statistics for bids and new business, as directed by PRHA's Business Development Manager; and to support with the provision of all requested performance returns relating to contracts and funding secured by the Business Development Manager.

4. To coordinate the production of surveys throughout the year as directed by the Performance and Privacy Advisor. To include process from producing and printing surveys, distribution, data inputting of returns and production of reports. To support with the statistical analysis of the survey data.

5. In conjunction with the Performance & Reporting Coordinator, to provide and update accurate benchmarking information.

6. In conjunction with the Complaints & Compliance Coordinator, to work on the six monthly Complaints Review Reports and the annual Complaints Performance & Learning Report. To support the Complaints & Compliance Coordinator in collating the learning identified from complaints, and to liaise directly with department and service managers in relation to this as needed.

7. In conjunction with the Performance & Reporting Coordinator, to liaise with other departments to ensure that accurate & meaningful information is collated & verified.

8. To attend such meetings as are appropriate to ensure the achievement of the above tasks

9. To ensure that all data is stored safely and according to policy & that confidentiality is maintained at all times

To carry out any other duties commensurate with the grade as required by the Performance and Privacy Advisor.

| PERSON SPECIFICATION | |
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| Requirements | **EDUCATION**<br><br>Educated to 'O' Level/ GCSE standard (or its equivalent), in English and Mathematics as a minimum.<br><br>**EXPERIENCE**<br>Minimum of 2 years' experience of working with data bases/administration systems. |
| Skills/Experience/ Abilities | • Have experience working with Excel and a good understanding of its use to analyse data and to produce charts and tables for inclusion within reports.<br>• Have experience with CRM databases, including the running of reports and export of data.  Preferably this would be in Salesforce, PRHA's chosen CRM.<br>• Be able to work independently to meet deadlines and to organise own work-load effectively.<br>• Be able to liaise effectively with staff from other departments.<br>• Be able to manage and organize information so that it is accessible to others within the organisation.<br>• Have High level of skills in a range of computer skills including Microsoft Word, Outlook, Excel, Publisher and PowerPoint. |