

### Finance and Strategic Resources

<b>Job Title</b>	Data & IT Assistant	<b>Reports to</b>	Data Manager
<b>Location</b>	Warrington		
<b>Department</b>	Finance and Strategic Resources		
<b>Job purpose</b>			
To support the development of a high-quality data team to capture, measure and display the impact of PAPYRUS' service offerings across HOPELINE247, Community Services and Fundraising.			
<b>Jobs reporting into the job holder</b>		N/A	
<b>Key responsibilities and duties</b>			
<ul style="list-style-type: none"> <li>• Support the Data Manager to maintain the charities databases, cleansing and maintaining data for compliance and analysis needs.</li> <li>• Prepare and share impact reports using tools like Power BI and Excel.</li> <li>• Work with colleagues in other departments to aid the development of their data capture and impact evaluations.</li> <li>• Support the delivery of PAPYRUS's Data Impact Strategy.</li> <li>• Assist with creating, managing, and disabling user accounts in systems like Microsoft 365 and Raiser's Edge.</li> <li>• Support the Data Manager in ensuring best practices for data security are followed across PAPYRUS.</li> <li>• Work with colleagues to ensure compliance with data protection regulations, such as UK GDPR.</li> <li>• Support the management of IT equipment by setting up laptops, desktops and other devices, ensuring they are configured and working correctly for staff and volunteers.</li> <li>• Provide First-Line IT Support by assisting staff and volunteers with basic IT issues such as password resets, software troubleshooting, and hardware setup and escalate and liaise with external IT support where needed.</li> <li>• Support the data team in other administrative or technical tasks as required</li> </ul>			
<b>Health and safety</b>			
<ul style="list-style-type: none"> <li>• Fully endorse, demonstrate and carry out the health and safety policy.</li> <li>• Comply with all policies and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assist if required with the amending of risk assessments periodically.</li> <li>• Identify and resolve maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury.</li> </ul>			
<b>Safeguarding</b>			
<ul style="list-style-type: none"> <li>• PAPYRUS Prevention of Young Suicide is committed to safeguarding the welfare of children, young people and adults at risk and expects all staff and volunteers to endorse this commitment.</li> </ul>			

<ul style="list-style-type: none"> <li>The employee must act to protect all children, young people and adults at risk that they interact with. The employee must report any misconduct or suspected misconduct to the Designated Safeguarding Lead.</li> </ul>			
<b>General</b>			
<ul style="list-style-type: none"> <li>Cooperate fully with colleagues and be flexible when assisting them in response to business needs</li> <li>Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers.</li> <li>The above job description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the charity</li> </ul>			
<b>DBS check required</b>		Basic	
<b>Person specification</b>			
* <b>Method of Assessment:</b> A = Application Form; I = Interview/ Assessment; C = Certification or other evidence		<b>Essential/ Desirable</b>	<b>Method</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>English Language and Mathematics GCSE or equivalent grade 4 or above</li> </ul>	E	A,C
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of handling sensitive and confidential information appropriately</li> </ul>	D	A, I
	<ul style="list-style-type: none"> <li>Experience using CRM databases such as Raiser's Edge</li> </ul>	D	A, I
	<ul style="list-style-type: none"> <li>Working within a team environment</li> </ul>	D	A,I
	<ul style="list-style-type: none"> <li>Experience of providing technical IT support</li> </ul>	D	A, I
	<ul style="list-style-type: none"> <li>Experience working with data in Excel, Power BI or similar software</li> </ul>	D	A, I
<b>Knowledge, skills and qualities</b>	<ul style="list-style-type: none"> <li>Knowledge of data protection legislation</li> </ul>	D	A, I
	<ul style="list-style-type: none"> <li>Excellent interpersonal, verbal and written communication skills</li> </ul>	E	A, I
	<ul style="list-style-type: none"> <li>Excellent organisational skills with the ability to manage and prioritise your workload</li> </ul>	E	A, I
	<ul style="list-style-type: none"> <li>Professionally curious with the drive to understand and resolve issues</li> </ul>	E	A, I
	<ul style="list-style-type: none"> <li>Competent user of all Microsoft Office packages.</li> </ul>	E	A, I
	<ul style="list-style-type: none"> <li>Ability to deal with sensitive information with discretion and to maintain confidentiality</li> </ul>	E	A, I
	<ul style="list-style-type: none"> <li>Strong analytical skills and ability to work with large data sets.</li> </ul>	D	A, I
	<ul style="list-style-type: none"> <li>Ability to work within and contribute positively to the Ethos and Values of POPYRUS.</li> </ul>	E	A, I
	<ul style="list-style-type: none"> <li>Knowledge of IT Hardware and Microsoft Windows setup</li> </ul>	D	A, I

I confirm that I have read and agreed to this job description outlining the main duties of my job role.

**Job holder name:**

**Signed:**

**Date:**