

## Data and Systems Officer

### Role Details & Staff Benefits

**Salary:** £30,385 gross per annum

**Duration:** Permanent

**Hours:** Full-time

**Location:** Hybrid - NASP have an office space at London's Southbank Centre which can be used by staff at any time. The role will be expected to work up to 2 days per week in the office with the remainder at home, depending on agreed hours. There may also be additional travel required for staff days, site visits and other events.

NASP offer a range of core benefits for staff including:

- 30 days paid annual leave per annum, plus Bank Holidays
- An additional day of paid leave per year on your birthday
- Opportunities for Volunteering & CPD days each year
- Opportunity to request flexible working arrangements, including compressed hours
- Contribution to annual eye test, eyeglass purchase, and flu vaccination
- Access to discounts across the Southbank Centre site; including free/discounted reciprocal access to participating galleries & museums in London & the UK

Applications are welcomed from applicants who wish to apply for a position based on a flexible working arrangement. Should a candidate be successful after the interview stage, any reasonable requests will be reviewed and be sought to be accommodated within the needs of the role. All appointments are subject to proof of right to work in the UK, references and a 3-month probationary period.

### About NASP

The National Academy for Social Prescribing (NASP) is a registered charity and company limited by guarantee. Our goals are to promote social prescribing and to bring about a social revolution in wellbeing, as set out in the [NASP Strategic Plan](#).

To learn more about our organisation, partners, and social prescribing, please visit [socialprescribingacademy.org.uk](https://socialprescribingacademy.org.uk).

Our working culture values flexibility, wellbeing, and collaboration. We are committed to creating an inclusive workplace and supporting our staff to work in ways that suit both their roles and personal circumstances, fostering an environment where everyone can thrive and contribute to the success of the organisation.

### Inclusion at NASP

We particularly welcome applicants from global majority and LGBTQIA+ communities, those with lived experience relevant to social prescribing, and those who identify as disabled and/or neurodiverse.

As a Disability Confident Employer we guarantee an interview to candidates who identify as disabled and opt into the 'Guaranteed Interview Scheme' on our application portal, provided they meet the minimum essential criteria for the role.

We are committed to creating a fair, accessible and supportive recruitment process, and to removing barriers wherever possible. We will consider reasonable adjustments at every stage of the recruitment process to support individual needs. Adjustments will depend on your specific circumstances and request, but may include:

- Flexibility with interview times and formats and locations
- Providing application materials in alternative formats
- Accepting applications in alternative formats including video or audio

If you require adjustments, an alternative method of application, or would like to discuss your needs, please contact us at [recruitment@nasp.info](mailto:recruitment@nasp.info), and we will be happy to support you.

## How To Apply

To apply for this role, please follow the link to our application portal by [clicking here](#). You will be required to upload your CV and covering letter only, outlining how you meet the requirements of the role and person specification. Please note that any additional files (such as reports) will not be considered during shortlisting.

To support us with monitoring our **Equal Opportunities Monitoring**, we ask also all candidates to complete our Equal Opportunities form by [clicking here](#). Your responses will not be shared with the panel or used to make any recruitment decision.

**The deadline to apply is 9am on Monday the 13th of July.**

First stage interviews will be held on Wednesday the 29th & Thursday the 30<sup>th</sup> of July 2026. You will be able to indicate on our application portal whether you will be available or unavailable during this period.

For more information on the role, please email any questions to [recruitment@nasp.info](mailto:recruitment@nasp.info). We look forward to hearing from you about the role of Data and Systems Officer.

## Job Description & Person Specification

### Purpose of This Role:

This key support role will work with colleagues across the organisation to ensure NASP's data and key systems, including our CRM (Microsoft Dynamics 365), dashboards and databases, are effective, accurate, and useful. This includes improving data capture, enabling consistent reporting, and ensuring that quality data can be used to support organisational priorities.

The role will support colleagues to use systems confidently and understand data requirements, providing analytic solutions that meet the needs of the organisation, and identifying where practices and systems can be improved.

The role will sit within the wider Operations team who oversee the core business and operational functions of NASP, including Finance, HR, Governance, Project Support, Administration, and Logistics. As a member of this team, the role will provide general administrative support to NASP programmes, liaising with our CRM support provider (Chorus) and IT provider (Logicata) to act as an essential bridge between internal colleagues and these external technical experts.

As NASP continues to develop its membership and training offers, the Data and Systems Officer will support the growth of this work, ensuring that systems and data flows are aligned, and leading on the technical management of data within these systems. The role will also support teams with reporting and evaluation, making effective use of NASP's data.

This is an ideal opportunity for a proactive and highly organised individual with excellent data management, administrative, and technical skills (particularly working with CRMs) to support across the range of NASP's programmes and projects, as well as development of new systems and processes.

### Person Specification:

#### Essential

- Knowledge of the VCFSE sector and/or Social Prescribing
- Good working knowledge of CRM systems, preferably Microsoft Dynamics 365 (including technical skills)
- Experience of administrating/managing membership systems or other databases
- Knowledge of GDPR and other Data compliance requirements
- High-level numeracy, logical reasoning, accuracy and attention to detail

#### Desirable

- Comfortable working with large, complex data sets and identifying trends and data quality issues
- Strong Microsoft Excel skills, and experience with data visualisation tools
- Experience in the charity, health, or public sector
- Ability to work within a busy environment and effectively prioritising and managing own workload
- Ability to manage working relationships with external partners & providers
- Experience in training & upskilling colleagues (particularly in data management, systems & processes)
- Affinity with NASP's Values as defined in the [NASP Strategic Plan](#)

## **Responsibilities:**

### **CRM and Systems Management**

- Ensure colleagues across the organisation are effectively using the CRM (Microsoft Dynamics); as well as other key data systems, supporting with staff training and guidance, providing advice and support where needed to ensure the team feels positive and confident using them in their day-to-day work.
- Undertake regular reviews & audits of data stored on the CRM to amend errors (e.g. duplicate records), and identify gaps or areas of concern, ensuring a smooth user experience.
- Work closely with our CRM support provider (Chorus) to manage any support requests and technical errors, undertaking any updates, fixes and developments to the system where required.
- Proactively identify any CRM and wider system processes that can be improved or developed, working with NASP colleagues to ensure the CRM is being effectively integrated into their work.
- Working with the Strategic Project Manager, undertake regular contract reviews with our CRM provider to ensure value for money and quality of service.

### **Data Management**

- Oversee NASP's Data inbox, responding to enquiries and escalating concerns or risks.
- Working with Director of Operations to proactively support NASP to meet data compliance; to identify any data risks and to mitigate these, including gaps in data capture or poor system use.
- Present data through reports and produce insights to support NASP's evidence, evaluation and reporting needs (e.g. for grant funders, programme evaluation or trustee board reports).
- Work with NASP colleagues to improve how data is used in their work, building good data habits across the organisation.
- Identify and address common issues in how documents and information are managed across the organisation, ensuring standards are maintained consistently across NASP.

### **Systems Integration**

- Work with colleagues to support the ongoing development of NASP's Membership & Training offers, by ensuring the data and systems that support this work are effective.
- Support colleagues with effective data use to track the engagement, activity and growth of key networks and communities.
- Provide administrative support to establish and develop any new systems, working with colleagues and external providers as needed, ensuring that data flows between existing systems are aligned.
- Work closely with the Communications team to ensure the NASP website supports the capture and flow of data effectively.
- Liaise with our IT provider (Logicata) for anything relating to the Microsoft suite, including technical support.

## General

- Take a proactive approach to support and lead administrative reviews / efficiencies across the organisation, ensuring consistency of approach.
- Work with teams across the organisation to help ensure we are delivering business objectives.
- Support the Communications team and other colleagues in managing NASP shared mailboxes, including deputising for colleagues where necessary.
- Support the Operations team in the ongoing maintenance of business, finance and project management processes & systems.

**Reporting To: Strategic Projects Manager (International, Arts & Grants)**