

SANE Job Description and Person Specification



Job title:	Call Back and Data Officer
Type of post:	Initial one-year contract subject to six months' probationary period
Salary:	£26k FTE
Hours:	22.5 - 30 hours a week
Location:	SANE, St. Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ
Reports to:	Call Back Manager

SANE is a UK-wide mental health charity working to improve the quality of life of anyone affected by mental illness. It aims to raise awareness and understanding of all mental health conditions; fight to improve frontline mental health services for individuals and carers; provide support, information and guidance through SANEline, Call Back service, email and text support; and promote and host research into causes, treatments and therapies through its Prince of Wales International Centre for SANE research.

SANE would love to hear from anyone with experience and enthusiasm for administration and working with data. The Call Back and Data Officer is key to all of the services that we deliver to people affected by mental illness, including daily planning of calls to people facing crisis and distress, and working with data to produce research, reports and case studies.

Closing date: Midday on Wednesday 19th June 2024

To apply: Please complete your application before the closing date addressing all areas of the person specification, and tell us why you want to work for SANE. Applications without a supporting statement will not be considered.

Job Description

1. Working with Call Back and SANEline Managers to triage contact requests to the wider Services Team and liaising with colleagues to ensure workflow.
2. Regularly updating the call back spreadsheet and creating daily reports.
3. Maintaining accurate and confidential information on all databases used within the Services Team.
4. Reading and hearing messages from people asking for support from SANE on all call back platforms.
5. Responding appropriately to disclosures and escalate safeguarding to relevant staff.
6. Extracting performance data and assisting with the preparation and production of information and reports for the Call Back Manager and Director of Services, including the preparation of case studies.
7. Identifying trends and patterns to inform the needs of the Services Team.
8. Supporting with analysis of quantitative and qualitative data for the annual feedback survey.
9. Keeping abreast of all relevant legislation and regulatory standards, working within the requirements of GDPR.
10. Ensuring all work is done in accordance with our confidentiality and privacy policies and procedures.

11. Supporting the wider needs of the organisation and working closely with fundraising and media team.
12. Attending one to ones and team meetings, including minute taking and dissemination.
13. Undertaking any other duties commensurate with this role.

Person Specification

EXPERIENCE

1. At least 2 years' experience of being an administrator, data officer or in an associated role, in an office environment or similar.
2. Experience of extracting, collating and presenting performance or feedback data.
3. Experience of working and developing databases and Excel spreadsheets at a skilled level.
4. Experience of working in a diverse, changing environment.
5. Experience within a mental health related working environment, relevant volunteering, or strong interest in mental health is desirable but not essential.

SKILLS, KNOWLEDGE AND ATTITUDE

6. A self-starter with excellent organisational and planning abilities, able to prioritise in order to meet goals and deadlines.
7. Meticulous attention to detail.
8. High quality administration skills which support a large programme of work.
9. Knowledge or active interest in mental health and supporting people affected by mental health conditions.
10. Ability to deal with reading and listening to sometimes potentially distressing content.
11. Strong interpersonal and communication skills both verbal and in writing, and numerical ability
12. Ability to work effectively as part of a team and independently.
13. Skilled in Word, Excel, Outlook, Microsoft Teams and Zoom.
14. Ability to collate and provide statistical information and short reports.
15. Committed to SANE values.
16. Committed to our safeguarding and confidentiality policies and procedures and able to work within them.
17. Able to work within all organisational procedures.
18. Ability to work flexibly.
19. A work ethos underpinned by a commitment to equality and diversity.