**The Forward Trust Job Description**

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| **Position Title** | Data Administrator | **Reports to** | Data Control Manager |

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| **Location: Remote** |

# Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

# Role/Team Overview

The Data Team Administrator is responsible for providing a comprehensive business administration service to support the Data & Performance Team across multiple contracts.

You will be responsible for supporting Data Managers with administrative tasks, data validation checks and diary/rota management.

The purpose of this post is to ensure the smooth administration of the team, encompassing some secretarial duties, data validations, time management and monitoring systems.

The post holder should be prepared to work under remote management and have the ability to work under their own initiative for protracted periods of time.

# Accountabilities

## Strategy

* Provide comprehensive administration support for the Data & Performance Team.
* Data entry, collation and validation.
* Use of initiative to ensure all administration systems and processes are effective.
* Build strong relationships with, and makes full use of the support offered by line management, staff in services and head-office functions.

## Service Delivery

* Be the nominated Single Point of Contact (SPOC) for the Data & Performance Team.

## Performance Management

* Work with Microsoft Excel, Word, Outlook, internal case management systems/software and external systems as required.
* Be responsible for dealing with enquiries as appropriate. Using own initiative when dealing with a range of subjects in a courteous and efficient manner, whether in person, writing or telephone, always taking client confidentiality into consideration.
* Assist with filing and management of archiving of important records and documents.
* Co-ordinate and liaise all relevant communications between Head Office, Data and Performance Team and Services.
* Take minutes in a range of meetings and ensure they are organised and the correct attendees are invited.
* Liaison, where appropriate, with relevant departments, including clinical partners.
* Order adequate supplies of stationery and other office consumables. Investigate and pursue quotations for management attention. Order individual non-stock items ensuring that Forward standards and guidance are strictly adhered to.
* Engage positively in team meetings and supervision sessions as required.
* Occasional travel to meetings
* Maintain confidentiality and data protection principles.

## Departmental Management

• Support the Data & Performance Team by ensuring all tasks are covered and undertaken to a high standard.

## Quality and Safety

* Alert the relevant Data Control Manager to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all Forward’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Data Control Manager and (where appropriate) the Head of Governance, in accordance with Forward’s risk management protocols.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Ensure completion of all relevant Information Governance modules and the completion of any required refreshers annually.
* Keep up to date technically on all relevant matters and strive for continuous professional development

## Administration

* Maintenance of some excel databases. Keep the database up to date and input all necessary records for the benefit of monitoring purposes and, where required, provide monitoring figures.
* Provide administrative support to the Head of Data and Performance and Data Control Managers.

## Systems and Policy

* Work towards Forward’s mission and values within current policies and good practice
* Work within any joint working policies frame-work.

# Role Criteria

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

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| **Knowledge, Skills and Experience** |  |  |
| An intermediate to advanced certification or demonstrable experience in Microsoft packages. | E | A/I |
| A minimum of one years’ experience of providing administrative support within a large team, demonstrating ability to work in a pressured environment. | E | A/I |
| Experience of accurately collating statistical information, with an attention to detail and report writing. | E | A/I |
| Experience of developing, implementing or maintaining large databases and managing administrative tasks associated with them. | E | A/I |
| Excellent organisational skills. | E | A/I |
| Ability to effectively manage a varied workload whilst working to deadlines and targets. | E | A/I |
| Excellent written and verbal communication skills, with the ability to deal with people of all levels and to work on own initiative in preparing correspondence. | E | A/I |
| Willingness to develop an understanding of the aims of Forward and support the organisations ethos. | E | A/I |
| Previous experience of working within a confidential and/or secure environment. | D | A/I |
| Experience of working closely with senior managers and/or remote management. | D | A/I |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high level use of initiative | E | A/I |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | E | A/I |
| **Adaptability** – Can work in fast-paced changing environments | E | A/I |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | E | A/I |
| **Team Work** – Works in harmony with colleagues to deliver results | E | A/I |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E | A/I |
| **Innovative –** Continually searching for better ways of working | E | A/I |
| **Qualification** |  |  |
| A level 3 Diploma in administration, or the willingness to work towards. | E | A/I |
| Educated to GCSE grade C or above in English and Maths or an equivalent or advanced level. | E | A/I |
| Holds a Business Studies qualification or currently/willing to work towards. | D | A/I |

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| **Forward’s Mission and Values** |

**Our vision**:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

**Our mission**:

Is to bring lasting change to people’s lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

**Our values**:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.   
 **Collaborative:** We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.   
  
**Expert:** We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.   
  
**Courageous:** We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it’s needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.   
  
**Innovative:** We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

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| **Competencies** |

**Self-Awareness/Management:** Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

**Relationship Building:** Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

**Effective Communication:** Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

**Honesty and Integrity:** Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

**Open to Change:** Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

**Positive Attitude:** Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

**Commitment and Accountability:** Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

**Creativity and Innovation:** Generates ideas about, and forms approaches to, the work they undertake. Open-minded and considers how they can constantly refresh the way in which they carry out duties for Forward.